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SAP Transactionware GM 10.0
Store Manager User Guide

Store Manager User Guide

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1 Getting Started

About Store Manager

Store Manager is a store level management tool that provides back-office processing functions. You can use Store Manager for activities such as maintaining employee and customer records, managing PLUs, printing reports, ordering inventory and tracking on-hand inventory quantities.

Store Manager works in conjunction with the POS point of sale software and the Configurator head office application. Your head office uses the Configurator to tailor the POS application to meet your specific requirements and to download information to the server in your store. The information that your head office downloads to your store is stored as records in tables. These tables are used by both Store Manager and the POS application.

Both the Store Manager and the Configurator can update records in the following tables:

- Category
- Department
- Employee-
- Group
- ID/Code
- Link items
- PLU
- PLU cross reference
- Promotion
- Quantity and level pricing
- Store
- Tare weight
- Taxes
- Vendor
- User flag

WARNING! Your head office is not notified of the changes that you make to the common tables using the Store Manager. Therefore, it is very important that your head office clearly define the areas for which you are responsible at the store. To avoid entering conflicting information, your store or your head office should update the information in each table. You can use the Worksheets Security Setup window to restrict access to tables in the Store Manager. For more information, see "Defining user authority levels"

About this guide

This guide describes how to use all the features provided with the complete SAP POS Store Manager Deluxe product.

Depending on the version of Store Manager that you are using, some of the Store Manager features described in this guide may not be available to you.

Note: You can change the names of windows, menus and buttons, along with other text provided with Store Manager. This guide presents all text using the default text provided with the product.

Working with Store Manager

Working with Store Manager menus and windows

When you sign on to Store Manager, the Main Menu window appears with buttons for each of the main Store Manager menus.

To open a menu:

- Click the corresponding button. The menu appears in a new window.

Note: To optimize your view of the Store Manager screens, it is recommended that you increase the standard screen dimension for your monitor to 1280 X 1024. You can do this through the Control Panel > Display > Settings of your machine.

Changing your password

Use this procedure to change the password you use to sign on to Store Manager.

To change your Store Manager password:

1. On the Main Menu, click **Administration**. The Administration Menu appears.
2. Click **Change Password**. The Change Password dialog appears.
3. Complete the fields as follows:
   - Current Password: Type your current password.
   - New Password: Type up to six characters to define your new password.
   - Verify New Password: Type the same password you typed in the New Password field.
4. Click **OK**.

Searching for records

Selection windows display values of selected fields for the records in a table. The records appear in the order in which they are created. You can perform a query to quickly find the record you want.

To perform a query:

1. On a selection window, click **Query**. The records that are displayed disappear, and a drop-down button appears in the first column of the first row.

2. In the column containing the information that you want to query, click any row. The query drop-down list appears with a list of operators and with the = operator selected by default.
3. If you want to use a different operator, select one from the list.
4. Click the second column of the drop-down list and type a value.
5. Click **Search**. Store Manager searches the records in the table, and displays the matching records in the selection window.

Sorting records

Note: To use these procedures, the Allow Sorting check box on the Sort Setup window must be checked, and for any changes to the sort orders to be retained, the Save Sort Order check box must be checked. For additional information, see "Setting sort options"

Sorting records using column headings

To sort records using column headings:

- On the selection window listing records you want to sort, click the heading of a column. The records are sorted in ascending order of the values in that column. To reverse the order, click the same column heading again, or to sort by another set of values, click a different column heading.

Sorting records by more than one set of values

Use this procedure to sort records first by the values in one column, and then within those values, by the values in one or more additional columns. You can also specify whether records are sorted in ascending or descending order for each column you include in the sort order.

To sort records by multiple values:

1. On the selection window listing records you want to sort, click **Sort**. The Set Sort Order window appears. The Source Data section at the left of the window lists the columns you can include in the sort order. The Order By section on the right lists the current sort order that is in effect.
2. From the Source Data section, click a column by which you want the records sorted, and then drag it to the Order By section.
3. Repeat this for each additional column you want to include in the sort order.
4. In the Order By section, do any or all of the following:
   - To adjust the sequence of the sort order, click the first field by which you want to sort and drag it to the top of the list, and if necessary, click and drag additional columns below the first column until the columns are in the order you want.
   - To sort any column in descending order, click the corresponding Ascending check box to remove the checkmark.
   - To remove a column from the sort order, click and drag it back to the Source Data section.
5. Click **OK**.

Searching for and selecting PLUs

When you work with several windows in Store Manager you must specify a PLU. The Select PLU window provides an easy way to search for and then select the PLU you need.

To search for and select a PLU:

1. From a PLU field, press **F12.** The Select PLU window appears.
2. From the list of categories on the left side of the window, double-click the category to which the PLU belongs A list of groups opens below the category.
3. From the list of groups, double-click the group to which the PLU belongs. A list of departments opens below the group.
4. From the list of departments, double-click the department to which the PLU belongs. The list of PLUs and their descriptions associated with that department appears.
5. Click the PLU you need, and then click **Select**. The PLU you selected appears in the PLU field.

Customizing Store Manager

2

This section provides information about setting up and customizing Store Manager for use in your store.

Topics include:

- "Defining general system parameters" on page 11
- "Setting sort options" on page 13
- "Customizing customer display messages" on page 15
- "Customizing receipt headers and trailers" on page 16
- "Maintaining drop-down lists" on page 16
- "Working with extended fields" on page 17
- "Incorporating third-party applications" on page 18

Defining general system parameters

Before you can define options for specific functions in Store Manager, you must define the general system parameters.

To define general system parameters:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **General Parameters**. The General Parameters Setup window appears.

To define the general company and store information:

1. In the Company field, type up to 50 characters to define the name of the company as it will appear on reports.
2. In the Logo field, type the full path and file name of the store logo.
3. In the Store Name field, type up to 50 characters to define the name of the store that will appear on reports.
4. In the Address 1 field, type the street portion of the store's address, and if necessary, in the Address 2 field, type the remainder of the address that will appear on reports. These fields are limited to 50 characters each.

To set the server communication parameters:

1. In the Update Term. Interval field, type the number of minutes after which the message window will shut down and communication between the Store Manager and the server will be terminated.

Ensure that the interval is no longer than the time required for communication during the End of Day function or for the function that requires the longest communication.

2. To define how often the Store Manager searches for new electronic documents sent from your head office, in the Elec. Doc. Search Interval (minutes) field, type the number of minutes between searches.
3. To determine how often the server requests the status of each POS terminal, in the Status Refresh Time (seconds) field, type the number of seconds between requests.
4. In the Maximum Retrieve Threshold field, type the maximum number of records that can be retrieved from a table and displayed in a selection window.

To configure the generation of unique PLUs:

1. Beside Unique PLU Generation, to define whether or not a unique PLU is generated whenever **Generate Unique PLU** is selected on the PLU window, do one of the following:
   - If a unique PLU is to be generated, check this check box, and then proceed to step 2.
   - If a unique PLU is not to be generated, leave this check box unchecked and proceed to step 6.
2. In the Leading Digit field, type the number that will be used as the first character for each unique PLU that is generated.
3. In the Merchant ID field, do one of the following:
   - To specify the merchant ID that will follow the leading digit for each unique PLU that is generated, type up to five characters of the merchant ID.
   - If you do not want the merchant ID to appear in the PLUs, leave this field blank.
4. In the No of Digits in Sequence field, type a number defining the length of the sequence portion of the PLUs. The sequence number follows the merchant ID and increments each time the Store Manager generates a PLU.

   For example, typing the 2 will specify that the Store Manager will generate PLUs comprised of a leading character, merchant ID, 2 character sequence number, and a check digit.
5. In the Check Digit ID field, type the number of the check digit obtained from your head office.
6. In the Quick PLU New Item Default field, select a default option.
7. In the Default Vendor field, select the vendor that will be entered in fields by default when no vendor has been selected.
8. To print price stickers automatically, choose Auto-Print Price Sticker Labels.
9. In the Individual Label Lookup field, select the field by which individual labels will be looked up.
10. To print shelf labels automatically, choose Auto-Print Shelf Labels.

To configure the Cash/Safe Management parameters:

1. In the POS Balance Threshold field, do one of the following:
   - To require the cashiers and registers to balance exactly, leave this field blank.
   - To define the maximum amount by which that the cashier or register's actual tender amount can be above or below the system amount during balancing, type a dollar amount, including decimals.

     If the difference is greater than the threshold, the cashier or register is not balanced. The balance transaction cannot be completed until the actual amount and the system amount are balanced to within the threshold.

     Your head office uses the Configurator to define whether balancing is performed by a cashier or a register.
2. In the Safe Balance Threshold field, do one of the following.

- To require the safe to balance exactly, leave this field blank.
- To define the maximum amount by which the safe's actual tender amount can be above or below the system amount during balancing, type a dollar amount, including decimals.

  If the difference is greater than the threshold, the safe is not balanced. The balance transaction cannot be completed until the actual amount and the system amount are balanced to within the threshold.

3. The EOD Pickup button creates and completes a pickup to safe transaction for the tenders in the POS balance transaction. To enable the EOD Pickup button on the POS Balance Maintenance window, choose Enable EOD Pickup.
4. To enable or disable additional pickup options, choose any of the following options as required:
   - Retrieve System Amounts on Pickup
   - Hide System Amounts (Blind Pickup)
   - Issue Warnings on Over-the-Limit Pickups
5. Under Mandatory Reasons, chose any of the following options as required:
   - POS Pickup
   - POS Loan
   - POS Balance
   - Safe Withdrawal
   - Safe Deposit
   - Safe Balance
6. Click **Save**.

Setting sort options

Use this procedure to control whether or not Store Manager users can sort records on a selection windows. If you allow users to sort records, you can also control whether or not changes they make to the sorting of a given window are retained and applied the next time they use that window.

To set sort options:

1. On the Main Menu, click **Parameters Setup**.
2. From the Store Manager Parameters Menu window, click **Sort Setup**. The Sort Setup window appears.
3. Choose one or more of the following:
   - To enable sorting on selection windows, either by clicking column headings or by using the **Sort** button, click **Allow Sorting**.
   - To retain sort order changes on selection windows and apply them next time someone works with those windows, click **Save Sort Order**. If this option is not set, every time a user opens a selection window, records appear in the default sort order.
   - To allow individual users to retain their preferred sort order on selection windows, click **Save Sort by User ID**.
4. Click **Save**.

Customizing text

Use these procedures to change the text for the names of the buttons, windows, menus, messages, and other categories of objects you see and use as you work with Store Manager. You can either change text for an object directly from the window on which it is displayed, or use the Translation window to change all or some of the text in Store Manager.

When you make changes to the text, the original text for all objects provided by default with Store Manager is retained and displayed for you for reference.

Note: If the text you are editing has double-slash separators (\\) in the original text, you must make sure you maintain the pattern when you type the new text. For example, menu text contains the option text, help text, short toolbar text, and long toolbar text separated by the double-slash separators. You must use the same pattern when you type the new text.

Changing text that is currently displayed

To change a single item of text:

1. Open the Store Manager menu, window, or other object displaying the text you want to change.
2. To select the text you want to change, place the mouse pointer over the text.

   Note: To select a window title bar or window tab, place the mouse pointer over a free area of the window or tab.

   ---

3. Press and hold the **Ctrl** key, and then click the right mouse button. The Translate window appears with the original text provided by default with Store Manager in the Original Text field.
4. In the New Text field, type the text as you want it to appear, and then click **OK**. The Translate Text window closes, and the new text appears.
5. If you want to work with the Translation window rather than change the text using the Translate Text window, click **Shortcut To Translation**. The category and object to which the text belongs are selected automatically. For more information, see "Changing text using the Translation window".

Changing text using the Translation window

Store Manager groups the text appearing on the objects you can change into categories. For example, the buttons you use to save, clear, and search for information on windows are grouped as objects in the Command Buttons category. Similarly, the names of the menus appearing on the Customer Menu Window, are grouped as objects in the Menus Windows category.

To change text using the Translation window:

1. On the Main Menu, click **Administration**.
2. On the Administration Menu window, click **Translation**. The Translation window appears.
3. Beside Not Translated Text Only, do one of the following:
   - To work only with text that has never been changed from the original text, check this check box.
   - To work with all text, regardless of whether or not it has ever been changed, leave this check box unchecked.

4. To specify the type of text you want to change, do one of the following:
   - To view all available text that can be changed, click **Translate All Objects**. The complete list of text you can change appears.
   - To view all available text for an the entire category, in the Category field select a category, **Menu Windows**, and then click **Translate Sel. Category**. The list of text you can change for the category appears.
   - To view the available text for a specific object only, in the Category field select a category, **Menu Windows**, and in Object field, select the object containing the text you want to change **Customer Menu Window**. The list of text you can change for the object appears.

   Note: Any changed text appears below Translated Text.

5. Click the row for any additional text you want to change, and in the Translated Text field, type the text you as want it to appear.

   Note: To return the text to the original text provided with Store Manager, delete the text in the Translated Text field.

6. Do one or more of the following:
   - To make additional changes to text that is listed, repeat the previous step.
   - If you previously selected **Windows** or **Menu Windows** as the Category, and then selected an object, click **Translate Ancestor Object** to list additional text related to the object.
   - To save your changes, click **Save**.
7. Click **Exit,** when you have completed all changes.

Customizing customer display messages

You can customize the messages that are shown on the customer display at the POS terminal. You can choose the type of message that is displayed and you can define the text that appears.

In the following steps, you must enter information and make selections in the Customer Display Maintenance window.

To change the customer display:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Customer Display.**
3. To determine whether the type of message shown on the POS terminal is fixed or scrolling, select an option from the Message Type drop-down list.
4. If you selected Fixed from the Type drop-down list, type an alphanumeric string up to 20 characters long, in the Fixed Message field.
5. If you selected Scroll from the Type drop-down list, type an alphanumeric string up to 50 characters long, in each Scroll Message field.
6. To define the message that is displayed when the POS terminal is closed, type an alphanumeric string up to 20 characters long, in the Closed Message field.
7. To define the message that is displayed when there is no cashier signed on at the POS terminal, type an alphanumeric string up to 20 characters long, in the Sign-Off Message field.
8. To define the message that is displayed when the POS terminal is locked, type an alphanumeric string up to 20 characters long, in the Locked Message field.

9. Click **Save**, and then click **Exit**.

Customizing receipt headers and trailers

You can customize the text that is printed in the header and trailer portions of the customer receipt at the POS terminal. You can define up to five lines of header text, and five lines of trailer text. The header and trailer text is centered on the receipt when it is printed.

To change the header and trailer text:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Receipt Logo**.
3. On the Receipt Logo Maintenance window, edit the text in the Header Lines fields as you want it to appear on the customer's receipt. Each string of text can be up to 20 characters long.
4. Edit the text in the Trailer Lines fields as you want it to appear on the customer's receipt. Each string of text can be up to 20 characters long.
5. Click **Save**, and then click **Exit**.

Tip: For the line of text to appear bold, type a back slash (\) before the first character in the string.

Maintaining drop-down lists

Many of the Store Manager windows include fields with drop-down lists. To use these fields, you must add or change values to code table that provide the possible options that appear in these drop-down lists.

Note: Your head office can also define options for drop-down fields and send this information to your store.

To maintain options in a drop-down list:

1. On the Main Menu, click **File Maintenance**.
2. Click **ID/Codes**. The Code Table Maintenance window appears.
3. In the Code Table field, select the field for the drop-down list you want to maintain. A list of the existing options for the drop-down list you select appear in the lower part of the window.

   Note: If there is a long list and you want to locate a particular option, in the Search by Description field type one or more of the first few characters of the description for the option. The first record with a description containing your entry is highlighted.

4. Do one of the following:
   - To add a new option, click **New** and proceed to step 5.
   - To change the description for an option, proceed to step 6.
5. In the Code field of the blank line added to the list, type a number. The number should follow sequentially the ID number of the option above it. If this is the first option for the drop-down list, type **1**.

6. In the Description field, enter a description of up to 30 characters.
7. Do one of the following:
   - To save the options for the drop-down list, click **Save**.
   - To add another option, return to step 4.
   - To change the description for another option, return to step 6.
   - To delete an existing option, select the option, and then click **Delete**. A message appears prompting you to confirm the deletion. Click **OK**.
8. When you are finished, click **Exit**.

Working with extended fields

About extended fields

Extended fields are fields that your head office defines that can be used for tracking customer buying preferences and habits, or for recording additional information about PLUs. For example, you can define a simple extended field to note the number of dependents a customer has.

Extended fields can also be defined as drop-down lists. For example, you can define a field with a list of colors which the cashier can use to record a customer's favorite color. If the customer's favorite is not in the list, you can add it to the option list, and then select it.

Adding and changing extended field options

Use this procedure to set up extended field options or to change an option.

To add or change an extended field option:

1. On the Main Menu, click **File Maintenance**.
2. Click **Extended Field Options**. The Extended Field Options Maintenance window appears.
3. Under Option Types, click on the option type for which you want to add or change an option. The list of options for the option type appear.
4. Do one of the following:
   - To add an option, click **New**.
   - To change an option, under Options click an option, and then click **Modify**.The Extended Field Option window appears.
5. If you are adding an option, in the Option ID field, type the next available ID number in sequence. For example, if the highest ID number assigned is 4, then type **5**.

Note: If you are modifying an option, you cannot modify the Option ID.

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6. In the Description field, type the description for the option, and then click **OK**.
7. Click **Save Details**, and then click **Exit**.

Deleting extended field options

Use this procedure to delete an option that is no longer required for an extended field.

Note: You should not delete options that have been applied to an existing customer or PLU record.

To delete an extended field option:

1. On the Main Menu, click **File Maintenance**.
2. Click **Extended Field Options**. The Extended Field Options Maintenance window appears.
3. Under Option Types, click the required option type. The list of options for the option type appears.
4. Under Options, select the option you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **Yes**.

Incorporating third-party applications

During a Store Manager session, you can launch and use a third-party application by clicking a button on a menu window. Use this procedure to customize the selection of third-party applications that are available, and place buttons for launching them on Store Manager windows. You can also define the state the application should open in and assign authority levels to it to define the employees who can use it.

Note: Before you complete the following steps, you must know the name and path of the third-party application's executable. If you want a specific bitmap image to appear on the application's button, you must know the name and path of the corresponding .bmp file.

To define buttons for third-party applications:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **3rd Party Programs**. The 3rd Party Programs Menu Selection Window appear.
3. Click the Store Manager menu window that you want to contain the third-party application's button, and then click **Open**. The 3rd Party Programs Setup window appears.
4. Do one of the following:
   - To add a button for an application, click **New**.
   - To change the button for an application, click the Label for the button for an application.
5. In the Label field, type a name that will appear on the button for the application.
6. In the field at the left of Picture, if more than one third-party application button will appear on this window, type a number to indicate the order in which this button will appear.
7. In the field at right of Picture, type the full path and name of the bitmap file for the image that will appear on the button for the application.
8. To specify details of the executable file for the application, complete the following fields:
   - Program Name: Type the name of the executable file for the application.
   - Program Path: Type the full path to the executable file.
9. Beside Opening State, to define how the application opens, click one of:

- Maximized
- Regular
- Minimized

10. In the Authority field, select a level to define the minimum authority level required to launch the application.
11. Choose Enabled to enable the application button or to disable the button, leave the check box blank.
12. Do one or more of the following:
    - To add or change the button for an application, repeat the process.
    - To delete a button, select the label for the button and then click **Delete**. A message appears prompting you to confirm the deletion. Click **Yes**.
    - To save the third-party button definition for this window, click **Save**.

3 Working with the Product Hierarchy

All items sold in your store have price look up (PLU) numbers to identify them. Before you can set up PLUs, you must define the product hierarchy that classifies PLUs.

This section covers the following topics:

- "About the product hierarchy" on page 21
- "Defining department categories" on page 22
- "Defining department groups" on page 22
- "Defining taxes" on page 27
- "Defining departments" on page 23
- "Defining user flags and options" on page 30
- "Defining tare weights" on page 31

About the product hierarchy

The levels in the product hierarchy are shown below in order of highest to lowest level:

- Department categories
- Department groups
- Departments
- User Flags

You define the product hierarchy beginning with the highest level (department categories), followed by the second highest level (department groups), and so on. Before you can assign department groups to a category, you must create the category. Similarly, before you can assign departments to a group, you must create a group. User flags allow you to further classify items by creating divisions in a department.

Note: Your head office can also create hierarchy files and send them to your store for use with Store Manager.

Defining department categories

Department categories are at the highest level in the product hierarchy. They are used to classify a collection of department groups.

Adding and changing department categories

To add or change a category:

1. On the Main Menu, click **File Maintenance**.
2. Click **Department Categories**. The list of defined department categories appears.
3. Do one of the following:
   - To add a new category, click **New**.
   - To change an existing category, select a category, and then click **Open**.

   The Department Category window appears.
4. If you are adding a new category, in the Category Number field, type a number that uniquely identifies the category. (If you are changing a category, you cannot change the Category Number.)
5. In the Category Description field, type up to 40 characters to describe the category.
6. Click **Save**.

Deleting department categories

Use this procedure to delete a category that has no department groups assigned to it.

To delete a category:

1. On the Main Menu, click **File Maintenance**.
2. Click **Department Categories**. The list of defined department categories appears.
3. Select the category you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Defining department groups

Department groups are at the second highest level in the product hierarchy below department categories. They are used to classify a collection of departments. Before a group can be defined, the category with which it will be associated must be defined.

Adding and changing department groups

To add or change a group:

1. On the Main Menu, click **File Maintenance**.
2. Click **Department Groups**. The list of defined department groups appears.
3. Do one of the following:
   - To add a new group, click **New**.
   - To change an existing group, select a group, and then click **Open**.

The Department Group window appears.

4. If you are adding a new group, in the Group Number field, type a number that uniquely identifies the group. (If you are changing a group, you cannot change the Group Number.)
5. In the Group Description field, type up to 40 characters to describe the group.
6. In the Category Description field, select the category to which the group belongs. (The Category Number for the category that you selected appears automatically.)
7. Click **Save**.

Deleting department groups

Use the procedure to delete a group that has no departments assigned to it.

To delete a group:

1. On the Main Menu, click **File Maintenance**.
2. Click **Department Groups**. The Department Groups Selection window appears.
3. Click the group you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Defining departments

Departments are at the third highest level in the product hierarchy below department groups. They are used to classify a collection of PLUs. User flags can also be defined to further classify PLUs. Before a department can be defined, the group with which it will be associated must be defined.

Adding and changing departments

To add or change a department:

1. On the Main Menu, click **File Maintenance**.
2. Click **Departments**. The list of defined departments appears.
3. Do one of the following:
   - To add a new department, click **New**.
   - To change an existing department, select a department, and then click **Open**.

   The Department window appears with the General tab selected. (For an example of this tab, see "Defining general department details")
4. If you are adding a department, in the Department field, type a number of up to four digits to identify the department. (If you are changing a department, you cannot change the Department field.)
5. In the Dept Desc field, type up to 40 characters to describe the department.
6. In the Dept. Group field, select the group with which the department is associated. The description of the department appears in the Group Desc. field.
7. To define pricing, quantity, packaging, transaction types, and other general details for the department, see "Defining general department details"
8. To assign taxes and itemizers for the department, see "Assigning department taxes and itemizers"

9. To define options for how transaction receipts for items in the department are printed, and other related options, see "Defining department printing options"
10. When the department record is complete, click **Save**.

Defining general department details

Use this procedure to complete the General tab of the Department window.

Note: Some options appearing on this window can be defined on an item-by-item basis on the PLU window. If the Use Dept check box is selected on the General tab of the PLU window, the tax, itemizer, discount, return, and scale item options defined on this window are used for the item. If the Use Dept check box is not selected, the options defined on the PLU window are used for the item

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1. Complete the following pricing information for the items in this department as applicable:
   - Preset Amount: If all PLUs in the department will be sold at the same price, type an amount, including decimal places.
   - Force Preset: To prevent cashiers from overriding the Preset Amount, select this check box.
   - Min Price and Max Price: Type the minimum and maximum prices, including decimals places, for all PLUs in this department.
   - Allow Zero Price: To allow an item in this department to be sold for a 0 price, select this check box.
   - Add. Amt Desc. and Add. Amount: If an additional amount, e.g., a bottle deposit, will be charged for items in this department, type a description and amount.
2. In the Auth Level field, type or select the minimum authority level required for a cashier to sell an item in this department. The lowest authority level is 1; the highest is 5.
3. In the Menu No field, do one of the following:
   - If this department will appear on a menu at the POS terminal, type the number of the menu provided by your head office.
   - If this department will not appear on a menu, type **0**.
4. In the Prompt ID field, type the number that defines the sequence of prompts issued for a transaction when a cashier enters an item in this department. The prompt ID number is defined by your head office.
5. Beside Positive Dept, do one of the following:
   - To ensure that the prices of the items in this department are positive, select this check box.
   - To allow negative prices, for example if the items in the department are bottle returns and steam cleaner deposit refunds, leave this check box unchecked.
6. Beside PLU Required, do one of the following to define how cashiers can sell items in this department:
   - To require cashiers to select only the department, not a specific PLU, and then enter a price, leave this check box unchecked.
   - To require cashiers to enter specific a PLU associated with the department, select this check box.
7. For packaged items in this department that must be weighed, if any, to define the weight of the packaging, do one of the following:

- If the same tare weight is used for all items in the department, in the Tare Weight field type a tare weight identification number: The weight is deducted from the item's total weight to calculate the price. The tare weight is only applied to items that are weighed.
- If different tare weights are used for various items in this department, use the Tare Weight field on the General tab of the PLU window to assign tare weights on an item-by-item basis.

8. If some or all of the items in this department must be weighed, do one of the following:
   - If all items must be weighed, select the Scale Item check box.
   - If only some items in the department must be weighed, select the Use Scale check box on the General tab of the PLU window to enable weighing on an item-by-item basis.
9. To define how cashiers handle quantities of the items in the department, use the following fields:
   - Qty Mode: Select an option to define whether or not cashiers are allowed to enter quantities for items, and if so, whether or not they are required to.
   - Qty Desc: Type up to 15 characters to describe the unit of measurement, e.g., grams, liters, lbs, that prints on a receipt when a cashier sells an item in this department.
   - Allow Decimal Qty: If cashiers are allowed to enter partial quantities, e.g., half a pound, select this check box.
10. To define how cashiers handle discounts for items in the department complete the following fields:
    - Allow Discount: To enable cashiers to make discount transactions for items in this department, select the check box.
    - Auto Disc. ID: If an automatic discount is to be applied to items in this department, type a discount identification number defined by your head office. If an automatic discount is not to be applied, type **0**.
    - Allow Empl Disc: To enable employee discounts on items in this department during an employee sale transaction, click the check box.
    - Empl Disc %: Type an amount as a percentage that represents the discount that is allowed on employee sale transactions.
11. To define the types of transactions for which cashiers are allowed to use items in this department, select the applicable check boxes from among the following:
    - Allow Sale: regular sale transactions
    - Allow Exchange: exchange transactions
    - Allow Returns: return transactions
    - Allow Rtn w/o Rcpt: return transactions without a receipt
    - Allow Pend. Trans.: pending transactions
12. Click **Save**.

Assigning department taxes and itemizers

You can use up to four itemizers to restrict the tenders that a customer can use to pay for the items. You do not explicitly set up itemizers, you simply assign itemizers to tenders and to departments, and if they match, the items in the department can be purchased with the tender. Itemizers can also be used to restrict discounts and items in addition to tenders. Itemizers are assigned to tenders in the Configurator by your head office.

For example, if the tender food stamps has itemizer ID 2, and department 3 has itemizer ID 2, a customer can pay for an item in the department with food stamps. If department 4 has itemizer ID 1, a customer cannot pay for items in it with food stamps.

You can assign taxes to itemizers that have been assigned to a department.

Note: For information about defining taxes,

For example, assume department 3 is assigned itemizers 1 and 3, and itemizer 1 is assigned taxes 1 and 2, and itemizer 3 is assigned tax 2. The tender cash has itemizer 1, and food stamps has itemizer 3. If the customer pays for an item in department 3 with cash, tax 1 and 2 is applied. If the customer pays for the item with food stamps, only tax 2 is applied.

To assign taxes and itemizers to departments:

1. Add or open the department for which you want to define taxes, and then from the Department window, click the **Taxes** tab. (For further information, see "Adding and changing departments") The Taxes tab appears.
2. In the Tax Flags section of the tab, select the check boxes for the taxes that can be assigned to the itemizers for the department.
3. Under **Itemizers** in the lower section of the tab, select the check boxes for the itemizers to be applied to items in this department.
4. Beside the selected itemizers, select the check boxes for the taxes to be applied to the itemizers applied to the department.

Defining department printing options

Use this procedure to define options for how transaction receipts for items in a department are printed, and to define other related options.

To define department printing options

1. Add or open the department for which you want to define printing options, and then from the Department window, click the **Print Options** tab. (For further information, see "Adding and changing departments") The Print Options tab appears.
2. If the regular prices of items in this department are printed on customer receipts, select the Print Reg. Retail Price check box.
3. If receipts are printed on a slip printer when the cashier sells an item in this department, click the Print Slip check box, and then complete the following fields:
   a) Slip Advanced Lines: Type the number of lines to advance before printing begins.
   b) Slip Total Lines: Type the total number of lines of text that can be printed on each receipt.
   c) Slip Indent: Type the number of spaces to indent printing on each receipt.
4. In the Number of Validations field, type the number of validations that the cashier must perform when they sell an item in this department.
5. In the Remote Printer Number field, type number of the remote printer.
6. In the Remote Printer Control field, select an option.

Deleting departments

Use this procedure to delete a department that has no PLUs are assigned it.

To delete a department:

1. On the Main Menu, click **File Maintenance**.

2. Click **Departments**. The Departments Selection Window appears.
3. Click the department you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Defining taxes

When you define departments and PLUs, you can assign the taxes that are charged to the customer when items are sold at the POS terminal.

You can define the characteristics of up to 16 taxes and you can assign taxes 1-4 to items in the Store Manager. Your head office can use the Configurator to assign taxes 5-16 to items, if necessary.

Use the procedures in this section to define standard types of taxes, step taxes, and tax print options.

Adding and changing taxes

To add or change a tax:

1. On the Main Menu, click **File Maintenance**.
2. Click **Taxes**. The list of defined taxes appears.
3. Do one of the following:
   - If you are adding a new tax, click **New**.
   - If you are changing an existing tax, select the tax, and then click **Open**.

   The Tax window appears with the General tab selected. (For an example of this tab, see "Defining general tax details")
4. Do one of the following:
   - If you are adding a new tax, in the Tax ID field, type or select a number between 1 and 16 to identify the tax.
   - If you are changing an existing tax, proceed to step 5.
5. In the Description field, type a description of the tax that will be printed on customer receipts.
6. In the Print Char field, type a character that will be printed beside each taxable item on customer receipts.
7. To define the general information such as tax rate and class, tax threshold, and VAT, see "Defining general tax details"
8. To define print options, see "Setting tax print options"
9. To set up step taxes, see "Setting up step taxes"
10. When the tax record is complete, click **Save**.

Defining general tax details

Use this procedure to define general details for a tax using the General tab of the Tax window.

1. Complete the General Options as follows:
   a) Tax Rate: To determine the tax rate that is used to calculate the amount in a basic flat tax, type a percentage using up to three decimal places.
   b) Round Digit: To round up the tax amounts, select **All**. To set the third decimal place threshold above which the tax amount is rounded up, type or select digit. For example, if the tax amount

is calculated at $1.543 and the round digit is 3, the tax amount is rounded up to $1.55. If the round digit is 5, the tax amount is rounded down to $1.54.

c) Tax Class: To determine how the tax is applied relative to other taxes, select an option.

d) Min Tax: To set the minimum amount that a transaction subtotal must reach before the tax is applied, type an amount, including decimal places. For example, if a transaction subtotal is $10.99 and the minimum tax amount is $12.00, the tax is not charged.

e) Tax on Tax: If the tax is calculated based on the transaction subtotal plus the other tax amounts, select this check box. Note that if you have several taxes applied to an item or transaction, only one can be set-up to apply tax on tax.

2. Complete the Tax Threshold details as follows:

a) Threshold Amount: To set a threshold transaction amount below which the tax is not charged, type an amount, including decimal places.

b) Use on Item Amount: To apply tax to items with prices exceeding the threshold amount that you define in the Tax Threshold Amount field, select this check box.

c) Use on Differential: To apply tax to the difference between the threshold amount and the item's price, select this check box.

Note: If you do not select either the Use On Item Amount or Use On Differential check box, the Threshold Amount is applied to the transaction total. The tax is applied to the entire transaction if the transaction amount is higher than the threshold amount.

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3. Complete the VAT details as follows:

a) Use VAT: To make the tax a value added tax embedded in the items price, select this check box.

b) Add VAT To Item Price: To make the tax a value added tax that should be embedded in the item's price and is not, select this check box. When the cashier enters the item into a transaction, the tax amount is calculated and added to the item's price.

Note: To indicate that the tax is a VAT, you must select either the Use VAT check box or the Add VAT to Item Price check box.

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c) Sales Report Location: If the tax should not appear on Sales reports, select **No Print**. If it should appear, to define how information about this VAT tax is presented in Sales reports, select another option.

d) Print Style: To define what VAT information, if any, is printed on customer receipts, select an option.

4. Click **Save**.

Setting tax print options

Use this procedure to define how tax information is printed on receipts and reports using the Print Options tab of the Tax window.

1. To define print options for tax descriptions, complete the following fields:

a) On Receipt: To print the tax description on the customer's receipt, even if the tax is not charged, select this check box.

b) On Sales Reports: To print the tax description on the sales report, even if the tax is not charged, select this check box.

c) If Manual: To print the manual tax description when the cashier applies a manual tax, but a zero tax amount is calculated, select this check box.

2. To define print options for tax totals, complete the following fields:

a) Sum Tax ID for Receipt: To add the total of this tax to the total of another tax, and to print the combined total on the receipt, type the ID number of the other tax.

b) Sum Tax ID for Report: To add the total of this tax to the total of another tax, and to print the combined total on the sales report, type the ID number of the other tax.

Setting up step taxes

Step taxes result in the customer paying a different tax rate based on the price of the item. When you set up tax steps, you define price ranges and the corresponding tax rate for each range.

Use this procedure to define up to 523 tax steps using the Tax Steps tab of the Tax window.

1. In one or more of the numbered fields, type a currency amount, including decimal places.

   Tax steps are the tax amounts charged for items or transactions priced lower than, or equal to, the amounts in the step fields. For example, if you enter the following into fields 1-3:

   1 **.25**

   2 **.30**

   3 **.35**

   the following taxes are applied:

   $.01 is charged on purchases between $.01 and $.25

   $.02 is charged on purchases between $.26 and $.30

   $.03 is charged on purchases between $.31 and $.35

2. In the Break Point field, to define the amount at which the tax step fields repeat, type a currency amount, including decimal places.

   The pattern you define in the numbered fields is used to calculate the taxes for higher amounts. Using the example above and a Break Point value of **.35**, the following taxes are applied:

   $.01 is charged on purchases between $.01 and $.25

   $.02 is charged on purchases between $.26 and $.30

   $.03 is charged on purchases between $.31 and $.35

   $.04 is charged on purchases between $.36 and $.40

   $.05 is charged on purchases between $.41 and $.45

Deleting taxes

Unless you want to stop the tax from being charged, you should only delete a tax if it is not assigned to any items or departments.

To delete a tax:

1. On the Main Menu, click **File Maintenance**.
2. Click **Taxes.** The list of defined taxes appears.
3. Select the tax you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Defining user flags and options

User flags provide you with a way to further classify items. You can define up to six user flags and options for each flag. After you have defined user flag options, you can assign them to PLUs and you can assign options from user flags 1 and 2 to promotions. Different PLUs can be in the same department, but you can assign different user flag options to them.

For example, assume that you define the following options to User Flag 1 (Seasonal): Christmas, Easter, and Valentine's. You can assign different options to three PLUs in the floral department:

- PLU 58962247 (christmas tree) Christmas option

PLU 45846317 (daffodils) Easter option

- PLU 78271249 (rose bouquet) Valentine's option

For information about assigning user flag options to PLUs, see "Defining user flags, taxes and itemizers". For information about assigning user flag options to promotions, see "Adding and modifying promotions".

You can also use the user flag options to generate the Item Movement report using the user flag options as criteria to track the sales of the items to which you assign the options. For information, see "Item Movement report".

Defining a user flag

To define a user flag:

1. On the Main Menu, click **File Maintenance**.
2. Click **User Flags**. The User Flags Maintenance window appears.
3. In the User Flag No field, select a user flag.
4. In the User Flag Name field, type up to ten characters to describe the flag.
5. Click **Save**.

Adding and changing user flag options

To add or change a user flag option:

1. On the Main Menu, click **File Maintenance**.
2. Click **User Flags**. The User Flags Maintenance window appears.
3. In the User Flag No field, select a user flag. The existing options, if any, for the user flag appear in the lower part of the window.
4. Do one of the following:
   - To add a new option, click **New**. A new row appears with the cursor positioned in the Code ID field.
   - To change an existing flag, proceed to step 6.
5. Do one of the following:
   - If this is the first option for the flag, in the Code ID field, type **1**.
   - If you are adding additional options for the flag, in the Code ID field, type the next available number in the Code ID sequence. For example, if three codes have been defined, type **4**.

6. In the Code Name field, type up to ten characters to define the name of the option. This name will appear in drop-down lists when you apply the options in the PLU Maintenance window and the Promotions Maintenance window.
7. In the Description field, type up to 20 characters to describe the option. This description will appear in drop-down lists when you apply the options in the PLU Maintenance window and the Promotions Maintenance window.
8. Click **Save**.

Deleting user flag options

Use this procedure to delete a user flag option that has not been assigned to a PLU or promotion.

To delete a user flag option:

1. On the Main Menu, click **File Maintenance**.
2. Click **User Flags**.
3. In the User Flag No field, select the user flag with the option you want to delete.
4. In the Code ID field, click the option that you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **OK**.

Defining tare weights

A tare weight is the weight of an item's packaging that must be deducted from the total weight of the item before the retail price is calculated. For example, the price of the container is deducted from the weight of a salad sold by the gram before the price is calculated.

You assign tare weights to individual PLUs on the PLU window, or to departments on the Department window. The unit of measurement that is used at the POS terminal to interpret the weight is defined in the setup of your scale hardware.

For example, assume you define a tare weight to be 5 and you assign it to PLU 457975276 (salad). If your scale uses grams as its unit of measurement, then 5 grams are deducted from the weight of PLU 457975276.

Note: Your head office can also create tare weights and send the files to your store. As a result, you can create new tare weights, change or delete them, and you can also change and delete the ones sent from your head office.

Adding tare weights

To add a tare weight:

1. On the Main Menu, click **File Maintenance**.
2. Click **Tare Weight**. The current list of defined tare weights appears.
3. Do one of the following:
   - To add a new tare weight, click **New**.
   - To change an existing tare weight, select the tare ware, and then click **Open**.

   The Tare Weight window appears.

4. In the Tare ID field, type a number that identifies the tare weight in Store Manager.
5. In the Description field, type up to 20 characters to describe the tare weight.
6. In the Weight field, type the weight of the packaging, based on the unit of measurement used by your scale.
7. Click **Save**.

Deleting tare weights

Note: If you delete a tare weight that is assigned to a PLU, the item's weight is not deducted before the price is calculated.

To delete a tare weight:

1. On the Main Menu, click **File Maintenance**.
2. Click **Tare Weight**. The current list of defined tare weights appears
3. Click the tare weight you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

4 Working with Price Look Ups

Store Manager uses price look up (PLU) numbers to identify products in the store. Other methods of identifying items with which you may be familiar include stock keeping units (SKUs), bar codes, item numbers, and product numbers.

This section covers the following topics:

- "About price look ups" on page 33
- "Listing PLUs" on page 33
- "Deleting PLUs" on page 39
- "Defining PLU cross references" on page 39
- "Generating export files" on page 41
- "Making global PLU changes" on page 42

About price look ups

Your head office must define how PLUs are configured before you can add PLUs to the PLU table in the Store Manager. Your head office can also perform most PLU management functions and download the files to your store. You can modify and delete PLU records sent from your head office, along with those you define using Store Manager.

After you have defined PLUs, you can link them together into packages, create promotional pricing and mix match pricing schemes, and create short, easy to remember cross reference numbers, as described in "Working with Pricing".

Note: Before you create any PLU records, you must define the product hierarchy of categories, groups, and departments. For information, see "About the product hierarchy".

Listing PLUs

Use this procedure to list summary information for the PLUs that are currently defined for your store. From the list, you can select a PLU that you want to view, modify or delete.

To list PLUs:

1. On the Main Menu, click **PLU Management**.
2. Click PLU Maintenance. The PLU Selection Window appears.
3. Click **Display All**. The current list of defined PLUs appears.

Adding and changing PLUs

This section describes how to add PLUs and define general information, user flags, taxes, itemizers and other details.

Defining general PLU information

To define general information for a PLU:

1. List the PLUs, see "Listing PLUs".
2. Do one of the following:
   - If you are adding a new PLU, click **New**.
   - If you are changing general information for an existing PLU, click **Display All**, select a PLU, and then click **Open**. The General tab of the PLU window appears.
3. Do one of the following:
   - To complete this information manually, proceed to step 4.
   - To activate the PLU generation function, click **Generate Unique PLU**, and then proceed to step 5. Store Manager creates a unique PLU following the rules you define on the General Parameters Maintenance window, and enters it into the PLU field.
4. Complete the primary identification information for the item using the following fields:
   a) PLU: Type the unique PLU number for the item.
   b) PLU Desc.: Type up to 40 characters to describe the item. The description can appear on the customer display and customer receipts.
   c) Dept Number: Select the department to which the item belongs. The description of the department appears in the Dept Desc field.
5. Complete the following price and cost information for the item:
   a) Retail Price: To set the price that is charged for the item at the POS, type a currency amount, including decimal places.
   b) Sugg. Price: To set the vendor's suggested retail price for the item, type a currency amount, including decimal places.
   c) Original Price: If the original price of the item is different then the retail or suggested price, type the original price.
   d) Verify PLU: If cashiers are to be prompted to verify the item's price when they enter this item into a transaction, select this check box. The default price is the amount you enter into the Retail Price field in this window. The cashier can change the price while the prompt is displayed.
6. If a number is to be used to track the item during order, receive and transfer inventory transactions, in the Ordering Num field, type a unique ordering number.
7. In the Prompt Id field, to define the prompt sequence that is automatically initiated when the item is entered into a transaction, type an ID number. Your head office uses the Configurator to define profile prompts. Obtain the prompt's ID number from your head office.
8. Complete the following quantity information for the item:
   a) Qty Mode: Select an option to define whether or not cashiers are allowed to enter quantities for the item, and if so, whether or not they are required to.
   b) Qty Desc: Type up to 15 characters to describe the unit of measurement, e.g., grams, liters, lbs, that prints on a receipt when a cashier sells this item.

c) Sell Qty: Type a number defining how many of this item are sold in a package.

d) Limited Qty: If there is a limit to how many of this item can be sold in a single transaction, type the maximum quantity.

9. In the Auto Disc. ID field, to define the discount that is automatically applied to the item when it is entered into a transaction, type a discount ID number. Your head office uses the Configurator to define discounts. Obtain the discount's ID number from your head office.

Note: The Commission ID field is not currently used by Store Manager.

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10. In the Measurement field, if the item requires weighing, select an option.
11. Complete the following check boxes:
    - Price Lev. Flg: If this item has multiple price levels defined for it, select this check box. For example, a book has one price for regular customers, and another price for book club members.
    - Qty Pricing: If this item is eligible for special quantity pricing, select this check box. For example, if soda is eligible for quantity pricing a single can of soda, a 6 pack of soda, and a case of soda have different prices.
    - Link Item: If the item is linked to other items, select this check box. The Link Item table is checked each time the cashier enters this item into a transaction. For example, a package of skis, poles, boots, and bindings could all be linked to one PLU called Ski Package.
    - Coupon Item: To define an item as a coupon, select this check box. If the item is a coupon, it returns a negative price when the cashier enters it into a transaction.
    - Scale Item: If this item must be weighed when the cashier enters it into a transaction, select this check box.
    - Use Dept: To ensure that the item uses the options defined for the department in which it belongs, select this check box. Leave the check box unchecked if the item should use the options defined in this window for taxes, itemizers, discounts, returns, and scale item.

Note: The Match Mfg and Gen. Coupon check boxes are not configurable in the Store Manager.

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12. To define the types of transactions in which this item can be used, check the applicable check boxes under **Allow...** as follows:
    - Sale: sale transactions
    - Exchange: exchange transactions
    - Returns: return transactions
    - Rtn w/o Rcpt: return transactions without a receipt
    - Pend. Trans.: layaway sale or other type of pending transaction
    - Discount: discount transactions
    - Empl. Discount: employee discounts
13. Under **Mix Matches**, to define the mix match pricing schemes for which this item is eligible, type a mix match ID number in up to four of the numbered fields. For additional information about the mix match pricing schemes, see "Working with mix match pricing"
14. In the Allow Merch. Type MM check box, to enable a mix match pricing scheme by merchandise type, select this check box.
15. In the Ordering Pkg Qty field, type the number of items that are packed together per shipment. This field is used to round up the quantity required when preparing a purchase order.

16. In the Tare Weight field, type a tare weight ID to define the weight of a container or any packaging that must be deducted from the total weight of the item when this item is entered in the transaction. To require the item to be weighed, you must click **Scale Item** in this window. The unit of measurement used to interpret the tare weight is determined by your scale. For example, if your scale is set up to use grams, the tare weight is measured in grams. For additional information, see "Defining tare weights"

    Note: The Used by Days field is not currently used by Store Manager.

17. Complete the following size information:
    a) Size: To define the size of a PLU, type a number that represents the weight or volume of the item.
    b) Size Unit: Type the unit of measurement of the item. For example lbs, g., oz. Note that you can use metric or imperial units.

    Note: For information about the remaining check boxes at the bottom-right of the window, see "About the PLU update and change check boxes".

18. Click **Save**.

About the PLU update and change check boxes

The check boxes appearing at the bottom-right of the PLU indicate whether or not your head office allows you to use Store Manager to change PLU information, and if so, whether or not changes to the Department and retail price information have been made, as follows:

- Allow PLU Upd: If a checkmark appears in this check box, changes to some of all of the PLU information can be made at the store level.
- Allow Price Upd: If a checkmark appears in this check box, changes to the retail price can be made at the store level.
- Allow Dept Upd: If a checkmark appears in this check box, the department associated with a PLU can be defined at the store level.
- Local Price Chg: If a checkmark appears in this check box, you have used Store Manager to change the retail price of the PLU.
- Local Dept Chg: If a checkmark appears in this check box, you have used Store Manager to change the department associated with the PLU.

Defining user flags, taxes and itemizers

Use this procedure to maintain information about user flags, taxes and itemizers for a PLU.

To maintain PLU user flags, taxes and itemizers:

1. List the PLUs, see "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, click the **User Flags, Taxes & Itemizers** tab. The User Flags, Taxes & Itemizers tab appears.
1. Below **User Flags**, in the numbered fields, select the user flag options to which the item belong. For additional information, see "Defining user flags and options"
2. Below **Apply Tax...**, select the taxes to be applied to the item when cashiers enter it into a transaction. For additional information, see "Defining taxes"

3. Below **Itemizers**, to define the itemizers to be applied to the item, check up to four itemizers to restrict the tenders that a customer can use to pay for the item. You do not explicitly set up itemizers, you simply assign itemizers to tenders and to items, and if they match, the item can be purchased with the tender. For example, if the tender food stamps has itemizer 2, and PLU 456953545 has itemizer 2, a customer can pay for the item with food stamps. If PLU 35687458 has itemizer 1, a customer cannot pay for it with food stamps. You can use the Itemizer Taxes 1-4 check boxes on this window to assign taxes to the item based on the itemizer applied to it. Your head office uses the Configurator to assign itemizers to tenders.
4. Beside each itemizer you selected, to define the taxes that are applied to the item, select check boxes to assign taxes to the itemizers applied to the item. For example, assume PLU 456953545 is assigned itemizers 1 and 3, and itemizer 1 is assigned taxes 1 and 2, and itemizer 3 is assigned tax 2. The tender cash has itemizer 1, and food stamps has itemizer 3. If the customer pays for the item with cash, tax 1 and 2 is applied. If the customer pays for the item with food stamps, only tax 2 is applied. If you want to assign taxes to items in the department based on the tender the customer uses to pay for them, you can use these fields. If you want to apply the same taxes to the items, regardless of the tender used to pay for them you can click Tax 1-4 in the PLU maintenance window. For additional information, see "Defining taxes"

Defining vendor and SKU information

Use this procedure to define vendor and SKU information for a PLU.

Note: The Vendor/SKU tab is available only if you check the Maintain Vendor/SKU check box in the Inventory Parameters window. For additional information, see "Configuring inventory parameters"

To maintain PLU vendors and SKUs:

1. List the PLUs, see "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, click the **Vendor/SKU** tab. The Vendor/SKU tab appears.
4. In the Primary Vendor field, select the ID number of the primary vendor of the item.
5. For each additional vendor for the item, click **New**, and then complete the following fields:
   a) Vendor ID: Select a vendor ID.
   b) Vendor/SKU: Type the SKU that the vendor uses to identify the item.
   c) Cost: Type the cost of item to the store from the vendor.
   d) Pack Factor: Type the number of units of the item in each shipping case. For example, a pack factor of 4 indicates that the item is shipped from the vendor in cases of 4. The number you enter into this field is used as the package size when you order or receive the item.

Note: To remove a vendor for this item, select the vendor, and then click **Remove**.

Defining label printing options

Use this procedure to override for this PLU the default price sticker and shelf label formats, to design custom labels, or to print labels.

Note: For information about assigning default formats, see "Defining general parameters for standard label formats"

To maintain PLU label options:

1. List the PLUs, see "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, click the **Labels** tab. The Labels tab appears.

- Do one or more of the following:
  - To define the format used to print price stickers and shelf labels for the item, in the Price Sticker Format field, select a format.
  - To define the format used to print price stickers and shelf labels for the item, in the Shelf Label Format field, select a format.
  - To create designed labels for this item, click **Designed Label**, and then see "Creating and modifying designed labels".
  - To print price stickers or shelf labels from a label queue, click either Price Sticker or Shelf Label, and then see "Printing label print queues".

Defining inventory control options

Use this procedure to include items in suggested orders and to enter quantities for the minimum and maximum allowed quantities, and opening stock quantities.

A suggested order contains a list of items whose on-hand quantity is below the minimum allowed, and a suggested order amount that brings the on-hand quantity of the item up to the maximum allowed. If you include the item in suggested orders, the item is added to a suggested order whenever its on-hand amount falls below the number that you enter into this field. An amount is ordered to bring the item's on-hand amount to the level entered in the Maximum Stock On Hand field.

A suggested order can be turned into a purchase order. For information about suggested orders, see "Creating a purchase order automatically from a suggested order".

To maintain inventory control for PLUs:

1. List the PLUs, see "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, select the check box beside **Inventory Control** button at the bottom of the window. The Inventory Ctrl tab appears.
4. To include the item in suggested orders, click the Include in Suggested Orders check box.
5. In the Minimum Quantity field, type the minimum number of the items after which an order is placed.
6. In the Maximum Quantity field, type the maximum number of the items that you want to have in stock.
7. In the Opening Stock field, type number of items that are currently in the opening stock.

Note: The Reorder Point field displays the number at which a flag is generated to indicate that new inventory needs to be ordered.

Recording extended PLU information

You can use extended fields to record additional PLU information that is not available in the PLU table. The PLU information in the extended fields is stored in the database and can be exported to a file for use by a third-party application.

Note: For more information, see "Working with extended fields".

Use this procedure to record additional information for a customer using extended fields.

To record extended PLU information:

1. List the PLUs, see "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, click **Extended Fields**. The Extended PLU Fields window appears.
4. Beside the Extended Field for which you want to record the PLU's information, click in the Value field.
5. Do one of the following:
   - If the field does not contain a drop-down button, type the PLU's information.
   - If the field contains a drop-down button, select an option from the list.
   - If an option matching the PLU's information is not listed, see "Adding and changing extended field options", and then return to the Extended PLU Fields window, and select the option you just added.
6. Click **Save**.

Deleting PLUs

Use the procedure to delete a PLU.

To delete a PLU:

1. On the Main Menu, click **PLU Management**.
2. Click **PLU Maintenance**.
3. On the PLU Selection window, click **Display All**.
4. Click the PLU you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **OK**.

Defining PLU cross references

Cross references can be used to as alternate identifiers for one or more items. You can enter cross references instead of PLUs into PLU number fields in the Store Manager, and the cashier can enter them into transactions at the POS terminal. A cross reference can represent a single PLU, or multiple PLUs that each have the same retail price.

Before you define a cross reference for a PLU, the PLU must be defined in the PLU window, and your head office must enable the cross reference feature in the Configurator.

Adding and modifying cross references

To add or modify a cross reference for a PLU:

1. On the Main Menu, click **PLU Management**.
2. Click **PLU X-Reference**. The X-Reference Selection Window appears.
3. Click **Display All**. the current list of cross references appears.
4. Do one of the following:
   - To add a new cross reference, click **New**.
   - To modify an existing cross references, select the cross reference, and then click **Open**.The X-Reference window appears.
5. Do one of the following:
   - If you are editing an existing cross reference, proceed to step 7.
   - If you are adding a new cross reference, proceed to step 6
6. Complete the following fields:
   a) X-Reference: Type up to 18 numbers to define the cross reference.
   b) PLU: Type or use **F12** to select the PLU with which the cross reference is associated.

   The description of the PLU appears.
7. To define the information that is printed on customer receipts, use the Capture PLU check box as follows:
   - To print the information for the PLU, select the check box.
   - To print the information for the cross reference, leave the check box unchecked.
8. If the cross referenced item is packaged, complete the following fields:
   a) Package Quantity: Type the number of items that make up a package.
   b) Package Type: Select a type of packaging defined using the Configurator.
9. Do one of the following:
   - If inventory for the cross referenced item is not controlled, proceed to step 12.
   - If inventory for the cross referenced item is controlled, click the check box beside Inventory Control. The Inventory Control tab appears.
10. To include the item in suggested orders, beside Include in Suggested Orders, click the check box.
11. To define details of the inventory quantities, complete the following fields:
    a) In the Minimum Quantity field, type the minimum number of the item that is allowed.
    b) In the Maximum Quantity field, type the maximum number of the item that is allowed.
    c) In the Opening Stock field, if you are creating a new cross reference, type number of items in the opening stock.
12. Click **Save**. The Opening Stock field disappears, and the Inventory Information button appears.

Note: For information about using the Inventory Information button, see "Viewing inventory information"

Deleting cross references

To delete a cross reference:

1. On the Main Menu, click **PLU Management**.

2. Click **PLU Xref**. The X-Reference Selection Window appears.
3. Click **Display All**.
4. Click the cross reference you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **OK**.

Generating export files

Export files contain extended field and PLU information that is required by a third-party application, in a format the application can use. The exported extended field information contains the option you select and other characteristics of the field that your head office defined in the Configurator. Each third-party application requires a different export file type.

Your head office uses the Configurator to define export file types. The export file's definition includes the file name, path, and layout. It also defines the PLU fields and extended field information that is included.

Before the extended field and PLU information can be exported, you must assign the appropriate export file type to the PLU. You can assign export file types the same way you assign options in the Extended PLU Fields window. They appear in the Value field list when you click the extended field in the Extended PLU Fields window.

After you assign extended options to PLUs, you must export the information for the third-party applications to use it.

WARNING! To export the PLU and extended field information to a third-party application, one of the options you assign to the PLU must be an export file type. You can assign export file types the same way you assign options using the Extended PLU Fields window. For information about assigning options to PLUs, see "Recording extended PLU information".

To export PLU information:

1. On the Main Menu, click **Administration**.
2. Click **Export Files Generation**. The export file types that your head office has defined appear in the Generate Export Files window.
3. Beside the export type that you want to export, select the Export ? check box.
4. Click **Go**. A dialog box appears, indicating the file is being exported. The dialog box closes when the export is complete. The export's status is done.
5. Click **Exit**.

Tip: The file export process can take several seconds to complete. To stop the export process in progress, click **Stop**.

Creating update export files

When your head office defines a file export type, they choose fields from the PLU Maintenance window to be included in the file. If you assign a file export type to a PLU, each time you change the information in any of these selected fields, a one line update file is created automatically for use by the third-party application.

For example, assume an export file type is defined for use by a third-party application and the type definition includes a PLU's description in the file. If you modify the description of PLU 456692471, an update file is automatically exported containing the description change.

The name and path of the update file is defined by your head office using the Configurator.

Making global PLU changes

Use this procedure to make changes to a group of items, such as applying a user flag option to all PLUs, or allowing the items to be eligible for an employee discount.

To make global changes to PLUs:

1. On the Main Menu, click **PLU Management**.
2. Click **Global Change**. The Global PLU Change window appears with the Change Criteria tab selected.
3. To define the range of PLUs to be changed, complete the following fields:
   a) Date Added: Type or select the first and last dates on which the PLUs were created.
   b) PLU: Type the numbers for the first and last PLUs in the range of PLUs.
4. To define additional criteria for the PLUs that will be changed, do one or more of the following:
   - To restrict the PLUs to only those in a segment of the hierarchy, in the Category, Group and Department fields, select the applicable options.
   - To restrict the PLUs to only those assigned specific user flags, in the User Flag fields, select the applicable user flag options.
   - To define the vendor who supplies the items, in the Vendor field, select the applicable vendor.
5. Click the **Change Fields** tab. The Change Fields tab appears.
6. For each change to be applied to the PLUs defined on the Change Criteria tab, select the corresponding check box for any or all of the fields listed, and then specify the new values as follows:
   - Department: Select the department to which the PLUs will be assigned.
   - Tax 1-16: Click the check boxes for the taxes applicable to the PLUs.
   - User Flag 1-6: Select options for all applicable user flags.
   - Loyalty ID 1-4: Type the ID numbers obtained from your head office for the loyalty programs for which the PLUs are eligible.
   - Vendor ID: Select the vendor to which the PLUs will be assigned.
   - Price Sticker: Select a price sticker format for the PLUs.
   - Allow Discount: To allow the PLUs to be eligible for discounts, select this check box.
   - Allow Employee Disc.: To allow the PLUs to be eligible for employee discounts during employee sale transactions, select this check box.
   - Inventory Controlled: If the PLUs are to be under inventory control, select this check box.
   - Include in Sugg. Order: To include the PLUs in suggested orders, select this check box.
   - Min. Stock: Click one of the % Change, Qty Change, or New Qty radio buttons, and then type a value in the corresponding field.
   - Max. Stock: Click one of the % Change, Qty Change, or New Qty radio buttons, and then type a value in the corresponding field.

7. Click **Apply**. A message appears prompting you to confirm that you want to proceed with the global change.
8. Click **Yes**.

5 Working with Pricing

This section provides information about managing the prices of the items that you sell in your store.

This section covers the following topics:

- "Defining packages of linked items" on page 45
- "Working with pricing schemes" on page 47
- "Working with mix match pricing" on page 48
- "Working with promotional pricing" on page 51
- "Working with price batches" on page 54
- "Auditing product price changes" on page 56
- "Viewing future prices" on page 56

Defining packages of linked items

A linking scheme allows several PLUs to be grouped and sold at the POS as a package using one PLU.

Before you create a package, you must define both the PLU that will be used to identify the package and the PLUs that will be linked to the package. The package PLU and the linked PLUs must also be set up to use linked items.

Adding and changing linked items

To add or change an item in a package:

1. On the Main Menu, click **PLU Management**.
2. Click **Link Items**. The Link Items Selection Window appears.
3. Do one of the following:
   - To add an item to a package, click **New**.
   - To change an item in a package, click **Display All**, select the item, and then click **Open**.The Link Item window appears.
4. In the PLU field, type or use **F12** to select the PLU that identifies the package of products.
5. In the Linked PLU field, type or use **F12** to select the PLU for an item to be included in the package.
6. In the Description field, do one of the following:
   - If only the description defined for the package PLU is to be printed on the receipt, leave the field blank.

- If an individual description for this item in the package is to be printed on the receipt, type up to 40 characters to describe the linked item in the package. This can be the same as or different from the original description for this PLU.

7. In the Quantity field, type the quantity of the linked item included in the package.
8. In the Price field, type a price with up to two decimals places for the item in the package.
9. Beside Use Parent, do one of the following:
   - Check this check box if:
     - the sum of the price defined on the PLU window of each item in the package is to be used to calculate a total price for all items in the package;
     - the description defined on the PLU window for the package PLU is to be printed on the receipt; and
     - the taxes specified on the Link Item window, not the PLU window, are to be applied.
   - Leave this check box unchecked if:
     - the price defined on the PLU window for the underlying item is to be used as the price;
     - the description defined on the Link Item window for the item is to be printed on the receipt; and
     - the taxes defined on the PLU window for the underlying item are to be applied.
10. In the Department field, select the department to which the item, as it is defined in the package, is associated.
11. Beside Tax1 - Tax 16, do one of the following:
    - If you checked the Use Parent check box, check the check boxes corresponding to the taxes that are to be applied to the item.
    - If you did not check the Use Parent check box, to apply the taxes defined for the underlying item on the PLU window, leave these check boxes unchecked.
12. Click **Save**.
13. Do one of the following:
    - To add another item to the package, click **New**, and return to step 4.
    - To return to the Link Item Selection window, click **Exit**.

Deleting linked items and packages

Use this procedure to delete an individual item from a package.

Note: If you delete all the items from a package, the package definition is also deleted, but not the PLU that represents the package.

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1. On the Main Menu, click **PLU Management**.
2. Click **Link Items**, and then **Display All**. The list of linked items appears.
3. Click the item you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Working with pricing schemes

Quantity pricing schemes define different prices for items based on the quantity of the items that are purchased. Level pricing schemes define different prices for items based on the level number associated with employees and customers.

You can define multiple pricing schemes for a PLU. For example, you can create a level 1 pricing scheme for PLU 456987268, at $4.55. Preferred customers pay the level 1 price. You can also create a level 2 pricing scheme for the same PLU, at $3.99. Gold customers pay the level 2 price.

Before you can define quantity and level pricing schemes for a PLU, the PLU must be defined to use these features. For more information, see"Defining general PLU information".

Once you set up level pricing schemes, you can associate them with specific employees and customers. For information about assigning price levels to employees and customers, see "Adding and changing employee records" and "Recording customer demographic information".

Head office can define a price for an item that would be effective for a defined period at some point in the future. This information is updated through a file upload at the end of day. If a future price has been set up for an item, you can view the future price in the Quantity Level Pricing window.

Adding and modifying pricing schemes

To add or modify a quantity level pricing scheme:

1. On the Main Menu, click **PLU Management**.
2. Click **Qty Level Pricing**. The Quantity Level Pricing Selection Window appears.
3. Do one of the following:
   - To add a new pricing scheme, click **New**.
   - To modify an existing pricing scheme, click **Display All**, select the scheme you want to modify, and then click **Open**.The Quantity Level Pricing window appears.
4. In the PLU field, type or use **F12** to select the PLU for which the pricing scheme applies. The description for the PLU appears.
5. In the Level field, type a number identifying the quantity level pricing. A PLU can have more than one quantity pricing level.
6. In the Quantity field, type the quantity of the item that must be purchased to qualify for this pricing scheme.
7. In the Price field, type a price with up to two decimals places that will be applied using this pricing scheme for the item.
8. In the Description field, type up to 40 characters to describe the pricing scheme.
9. Beside the **Tax 1-Tax16** fields, select check boxes to define the taxes that will be applied to the item when it is purchased using this pricing scheme. When the item does not qualify for the quantity or level pricing scheme, the taxes defined for the item on the PLU window will be applied.
10. Click **Save**, and then click **Exit**.

Deleting pricing schemes

To delete a quantity or level pricing scheme:

1. On the Main Menu, click **PLU Management**.

2. Click **Qty Level Pricing**. The Quantity Level Pricing Selection Window appears.
3. Click **Display All**, select the scheme you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Working with mix match pricing

About mix match pricing schemes

A mix match pricing scheme defines different prices when certain combinations of items are sold.

Your head office uses the Configurator to create mix match pricing schemes. You can review the information in the schemes and apply them to PLUs. You cannot edit the fields on the Mix Match window.

Examples of common mix match pricing schemes are described below using the following PLUs:.

PLU Description	Price	Options
Pkg. Orange Golf Balls	$10.00	Discountable Enabled
Pkg. Green Golf Balls	$10.00	Discountable Enabled
Pkg. While Golf Balls	$10.00	Discountable Enabled
Pkg. Red Golf Tees	$15.00	Discountable Enabled
Pkg. White Golf Tees	$15.00	Discountable Enabled
Pkg. Blue Golf Tees	$15.00	Discountable Enabled
Black Golf Hat	$20.00	Discountable Enabled
Brown Golf Hat	$20.00	Discountable Enabled
White Golf Hat	$20.00	Discountable Enabled

Buy any 2 items of the same price, and get the third same priced item for free

In this scenario if you buy 2 packages of golf balls, the third package is free.

On the Mix Match Maintenance Window the Calculation at Total Time and Complete MM check boxes are checked. The Match Price and Sell Price fields for the first two packages equals 10.00. For the third package of golf balls the Match Price equals 10.00, and the % Off field equals 100.

Buy 2 of the same item and get the third of the same item for free

In this scenario if you buy 2 packages of golf balls of the same color, you get the third package of golf balls of the same color for free.

On the Mix Match Maintenance Window the Match PLU check box is checked. The Match Price and Sell Price fields for the first 2 packages equal 10.00. The Match Price field for the third item equals 10.00, and the % Off field is 100.

Buy 2 different items equal to $15.00, and get another different item for free

In this scenario if you buy 1 package of white golf tees and 1 package of red golf tees, you get a package of blue golf tees for free.

On the Mix Match Maintenance Window the Unique PLU check box is checked, the Match Price and the Sell Price fields equal 15.00.

Buy 1 item and get another item of equal or less value for 25% off

In this scenario if you buy 1 golf hat, you get 25% off a package of golf balls, golf tees, or another hat.

On the Mix Match Maintenance Window the Complete MM check box is checked. The OP field is =>, the second OP field is <=, and the % Off field is 25.

Buy 1 item and get another item of equal or less value for 25% off, get an additional item and save 40%, get an additional item and save 50%

In this scenario if you buy 1 golf hat you get another hat, a package of golf balls or tees for 25% off. You also get an additional 40% of any other item, and another 50% off your next item.

On the Mix Match Maintenance Window the Complete MM, Calculation at Total Time and Discount on Lowest Price check boxes are checked. The first OP field is =>, the second OP field is =< and the % Off field is 25. The third OP field is =<, and the % Off field is 40. The fourth OP field is =<, and the % Off field is 50.

It is also possible to combine a mix match sale with promotions and discounts. For instructions on how to set up promotions, see "Working with promotional pricing".

Viewing mix match pricing schemes

To view a mix match pricing scheme:

1. On the Main Menu, click **PLU Management**.
2. Click **Mix-Match**. The Mix Match Selection Window appears.
3. Click **Display All**. The mix matches defined by your head office appear.
4. Click the mix match pricing scheme you want to review, and then click **Open**. The Mix Match window appears.
5. The MM ID is a unique number identifying the mix match pricing scheme.
6. The MM Desc field is a description of the mix match used for searching for mix matches in the Store Manager.
7. In the Discount Desc field, type a description that is printed on customer receipts. If there is no description in this field, the description in the MM Desc field in this window is printed on the receipts.
8. The Start Date field is the date on which the mix match pricing scheme becomes effective.
9. The Stop Date field is the last date on which the mix match pricing scheme is effective.
10. To indicates whether or not every mix match criteria in this window must be satisfied before the transaction is eligible for the mix match click **Complete MM**.
11. To indicate whether or not the mix match is applied only when all the items are the same, click **Match PLU**.
    For example, assume a mix match pricing scheme sells three items that normally cost $.35 each, for 1.00. If the Match PLU check box is checked, the customer must purchase three of the same item to qualify for the special price. If the Match PLU check box is not checked, the customer can purchase three different items normally costing $.35 each and still qualify for the special mix match price.
12. To indicate whether or not the mix match is applied only when every item is different, click **Unique PLU**.

For example, assume a mix match pricing scheme that sells three items that normally cost $.35 each, for 1.00. If the Unique PLU check box is checked, the customer must purchase 3 different items costing $.35 to qualify for the special price. If the Unique PLU check box is not checked, the customer can purchase three of the same item and still qualify for the special mix match price.

13. To indicate whether or not all items in the mix match must be the same as user flag 1, click **Match User Flag 1**.
14. To indicate whether or not user flag 1 is required for the mix match definition to be unique, click **Unique User Flag 1**.
15. To indicate whether or not promotions and item discounts are recalculated after a mix match is realized, click **Recalc. Promos and Discounts.**
16. To indicate the Number of the item to which the price change is applied in the TLog, click **Apply Discount To Alt** and type a number.
    For example, assume the mix match scheme is for a can of soda, appearing in the Alt 1 field, and a bag of chips, appearing in the Alt 2 field. The price of the chips is discounted by $.50. If Alt 1 appears in this field, the discount is applied to the chips when the transaction is recorded in the TLog.
17. To indicate if mix match calculations are processed at the end of a transaction when the Total key is pressed at the POS, or if the mix match is processed as the items are scanned at the POS click **Calculation at Total Time**.
18. To indicate whether or not the discount is given on the lower priced item in the mix match transaction. For example, buy one item and get another item of equal or lesser value at a discount, click **Discount on Lowest Price**.
19. The Policy ID field identifies the policy that is part of the mix match.
20. The Report Group Qty. fields indicates which mix match quantities are tracked through reporting. If quantities are entered, a Mix Match Transaction Summary record is created in the register's TLog.
21. To indicate that mix match pricing criteria is one or more of Vendor, User Flag 1, Department, Dept. Group, or Category, click **Match by Merchandise Type**.
22. The Vendor field identifies the vendor in the mix match scheme.
23. The User Flag 1 field indicates if more than one classification appears, an item is considered for mix match pricing when all specified classifications are matched.
24. The Department field identifies the department in the mix match scheme.
25. The Dept. Group field further identifies the department, by group, in the mix match.
26. The Category field identifies the category to which the merchandise belongs in the mix match.
27. The Alt. 1-9 - Buy Quantity fields indicate the quantity of the item that must be purchased to qualify for the special price. The price for the quantity of the item appears in the Sell Price, $Off, or %Off fields.

    For example, in a mix match pricing scheme that sells three candy bars for $1.00, you would see:

    1 in the Alt 1 buy quantity field, price $.34

    1 in the Alt 2 buy quantity field, price $.33

    1 in the Alt 3 buy quantity field, price $.33

    Total 3 $1.00t

    If the mix match pricing scheme requires the customer to purchase several different items, quantities must be entered for each.

For example, if you want to set up a mix match pricing scheme for selling one soda and two candy bars for $2.00 you would see:

1 in the Alt 1 buy quantity field, price $.75

2 in the Alt 2 buy quantity field, price $1.25

28. The Alt. 1-9 - OP fields indicate how the price of the items purchased must compare to the price in the Match Price value.
29. The Alt. 1-9 -Match Price fields displays the regular retail price of the items that must be purchased to qualify for the mix match pricing scheme. The price in this field is compared with the price of the item being purchased based on the operator in the OP field.
30. The Alt. 1-9 - Sell Price fields contains the new selling price of the items with the special mix match pricing. Alternatively, the $Off or the %Off fields can be used to define the way that the new selling price is calculated.
31. The Alt. 1-9 - $Off fields display the flat amount that is deducted from the item's regular retail price to calculate the new selling price under the mix match pricing scheme. Alternatively, the Sell Price or the %Off fields can be used to define the way that the new selling price is calculated.
32. The Alt. 1-9 - %Off fields contains the percentage amount that is deducted from the item's regular retail price to calculate the new selling price under the mix match pricing scheme. Alternatively, the Sell Price or the $Off fields can be used to define the way that the new selling price is calculated.
33. To indicate whether all or some defined promotions are available to a defined customer group as follows, click **Pricing Target Type**.
    - **All**: indicates that the defined target group is entitled to receive all defined promotions and mixmatch pricing schemes.
    - **Defined promotion scheme**: specifies the specific mix match or promotional pricing scheme the defined target group is entitled to receive. Customers who do not belong to the defined target group do not receive the defined promotional price.
34. When you are finished viewing the mix match pricing scheme, click **Exit**.

Working with promotional pricing

Promotions contain special prices that are in effect for a predetermined period of time.

Searching promotions by PLU

Use this procedure to search for promotions in which a specific PLU is included.

To search for promotions by PLU

1. On the Main Menu, click **PLU Management**.
2. Click **Promotions**, and then click **Promotion Maintenance**.
3. Click **PLU Promotion Lookup**.
4. In the PLU field, type or use F12 to select a PLU.
5. Do one of the following:
    - To search for promotions with effective dates within a specific date range, click **Promotions Effective Between**, and type or select the first and last effective dates.
    - To search for all promotions for this item, click **All Promotions**.

6. Click **Search**. The PLU Promotion Lookup Window appears listing the promotions, if any, that the criteria you specified.
7. Do one of the following:
   - To view or work with the details of a promotion, select the promotion, and then click **Open**.
   - To return to the PLU Promotion Lookup Criteria window, click **Exit**.

Adding and modifying promotions

To add or modify a promotion:

1. On the Main Menu, click **PLU Management**.
2. Click **Promotions**, and then click **Promotion Maintenance**.
3. Do one of the following:
   - To add a new promotion, click **New**.
   - To add, change, or delete an item in an existing promotion, select the promotion, and then click **Open**. The promotion window appears.
4. Do one of the following:
   - If you are adding a new promotion, proceed to step 5.
   - If you are adding a new item to an existing promotion, click **Add**, and then proceed to step 6.
   - If you are making changes to an existing item defined for the promotion, click the **Next** button until the promotional details you want to change appear, and then proceed to step 7.
   - If you are removing an existing item defined for the promotion, click the **Next** button until the details for item you want to remove appear, click **Remove**, and then proceed to step 17.
5. To define the general information for the promotion, complete the following fields:
   - Desc.: Type up to 40 characters to describe the promotion.
   - Effective Date: Type or select the date and time on which the promotion comes into effect.
   - Expiry Date: Type or select the date and time on which the promotion expires.
6. In the Promo Detail **#** field, type a number up to eight digits to identify the promotion detail record.
7. Below Promotion Criteria, do one of the following:
   - To define promotional prices for a single PLU select **By PLU** in the PLU field, type or select the PLU, and then proceed to step 9.
   - To define promotional prices for a group of PLUs select **By Merch. Type** and then proceed to step 8.
8. To define the group of PLUs for the promotion, select options for one or more of the following fields:
   - Department
   - Vendor
   - Group
   - Category
   - User Flag1-User Flag 6
9. If you want to define a range within which the price of the items must fall to be eligible for the promotion, type the low and high end of the price range beside Price Point.
10. If this item is to be excluded from the promotion, see "Defining exceptions to a promotion"

11. In Pricing Method section, do one of the following:

    Note: If you are defining an exception, the values in these fields will be ignored.

    - To reduce the price of promotional items by fixed percentage, click **Percent Off**, and then in the corresponding field, type the percentage of the retail price by which the promotional price will be reduced.
    - To reduce the price of promotional items by a set amount, click **Markdown** and then in the corresponding field, type the amount that will be reduced from the retail price.
    - To set a different price for promotional items click **New Price** and then in the corresponding field, type the promotional price.
12. Beside Accumulate, if the promotional item(s) will be associated with more than one promotion, or you are defining an exception to a promotion, check this check box. Otherwise, leave this check box unchecked.
13. In the Promo Method Applied To field, select a pricing method to be applied to promotional items.
14. In the Printing Method field, select an option to specify whether or not the pricing method you selected will be printed on sales receipts.
15. In the Pricing Target Type field, select the type of customers, that are eligible for this promotional pricing.
16. Click **Save**.
17. Do one of the following:
    - To add additional promotional details, click **Add**, and then return to step 6.
    - To change promotional details, use the **Next** and **Previous** buttons until the details appear, and then return to step 7.
    - To remove promotional details, use the **Next** and **Previous** buttons until the details appear, and then click **Remove**.
    - To return to the Promotions Selection Window, click **Exit**.

Deleting a promotion

Note: You should not delete a promotion during its effective period unless you want to stop applying the promotional pricing.

To delete a promotion:

1. On the Main Menu, click **PLU Management**.
2. Click **Promotion**.
3. Click **Display All**. The existing promotions appear in the window.
4. Click the promotion you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **OK**.

Defining exceptions to a promotion

Use this procedure to exclude specific items from a promotion. For example, if you want to put all the items in the women's accessories department on sale with a 5% discount but exclude leather gloves by ABC Inc., you can define a promotion for the accessories department and an exception for the gloves.

Note: Before you define an exception for a promotion, you must add the promotion.

To define an exception to a promotion:

1. Add a new promotion defining a subset of merchandise that you want to exclude from the main promotion. Do not type a value in the field corresponding to a Pricing Method.
2. Click **Save**, and then click **Exit**.
3. Open the main promotion from which you are excluding the merchandise.
4. On the Promotion Detail Selection Window, select promotional details from which you want to exclude the merchandise, and then click **Open**.
5. Check the check box beside Exception, and in the Exception ID field, type the ID number of the promotion you added in step 1.
6. Check the check box beside Accumulate, and then click **Save**.
7. Do one of the following:
   - To exclude the merchandise you defined in step 1 from another promotional detail for this promotion, use the **Next** and **Previous** buttons until the promotional details appear, and then return to step 5.
   - To return to the Promotion Detail Selection Window, click **Exit**.
8. In the **Exception ID** field, click the **Except** check box, and type the promotion number. Repeat until you have identified the exceptions where appropriate.
9. Click **Save**.

Working with price batches

Your head office can send files to your store containing batches of new PLU information that will be effective on a certain date at a certain time. Typically this new information consists of new prices. However, it can also consist of other information, such as taxes. You can also create a batch yourself, so that a series of price updates can be implemented at once. You can view, edit, and apply the information in the batches using the batch management function.

Each time the batch management function is used to change the price of a PLU, the information is tracked and you can review it using the retail price audit function. For more information on the price audit function, see "Auditing product price changes"

Each batch you receive has a unique batch number consisting of your store number and a sequential number. A batch contains a list of PLUs, fields, current values for the fields from the PLU table, and new values for the fields.

Your head office uses the Configurator to define the fields that can be affected in the batches of updates, and determines if you can edit the information at the store level in the Store Manager. The batch does not need to contain updated information for all of the fields.

Applying a batch

The files that contain batches of new PLU information have a pending status until you apply them. While the files are pending, you can edit the information in them. For information about editing the information in the files, see "Creating and editing batches"

You can apply the batch of changes in a file using the Price Batches Selection window, or the Price Batch Maintenance window. This section describes how to apply a batch using the Selection window.

If you try to apply batches out of order according to their effective date and time, a warning dialog box appears. For example, if you try to apply batch 52003 effective March 15 1999, before batch 52002 effective March 1 1999, a warning dialog box appears.

WARNING! The PLU changes contained in a batch take effect immediately after you apply the batch, regardless of the date in the Effective Date field in the Price Batch Maintenance window.

To apply a batch:

1. On the Main Menu, click **PLU Management**.
2. Click **Price Batch Management**.
3. Click **Display All**. The list of files appears.
4. Click the batch you want to apply, and then click **Apply**. The batch of changes in the file are applied. The batch's status changes to applied.
5. Click **Exit**.

Creating and editing batches

Use this procedure to create a new batch or to edit the contents of a pending batch.

To create or edit a batch:

1. On the Main Menu, click **PLU Management**.
2. Click **Price Batch Management**. The Price Batches Selection Window appears.
3. Do one of the following:
   - To create a new batch, click **New**.
   - To edit the content of a pending batch, select the batch, and then click **Open**.The Price Batch window appears.
   - To close the window without saving the batch, click **Cancel**.
4. To define the date and time the batch will become effective, beside Effective Date, click the calendar button, select a date and time, and then click **OK**.

   Note: Store Manager completes the remaining fields at the top of the window.

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5. Do one of the following:
   - To remove an item from the batch, proceed to step 9.
   - To add an item to the batch, click **Insert**.
   - To edit the retail price for an item in the batch, double-click a batch.
6. In the PLU field on the Choose PLU and Operation Type dialog, type or use **F12** to select the PLU for an item whose retail price you want to change.

7. In the Operation field, click **Modify**, and then click **OK**.
8. In the Batch Value field, type the new retail price for the item, and then click **Save Item**.
9. Do one of the following:
   - To remove an item from the batch, click the item, click **Remove**, and when prompted to confirm the deletion, click **Yes**.
   - To include additional items in the batch, click **Insert**, and then return to step 6.
   - To change the price for an existing item, double-click the item, and return to step 8.
   - To return to the Price Batches Selection window, click **Exit**.

Auditing product price changes

Store Manager tracks the following changes you make to prices through the PLU Maintenance window and the price batch management function.

- PLU price changes made using the PLU window and in pending batches
- PLU deletions
- Price changes applied using batch management

Use this procedure to view information about the price changes.

To view PLU price changes:

1. On the Main Menu, click **Administration**.
2. Click **Retail Price Update Audit**. The Retail Price Update Audit window appears.
3. Click **Display All**. Price change information appears.

Tip: You can perform a query to locate price change information about a specific PLU, or for records matching other criteria.

Viewing future prices

Use this procedure to inquire about a PLU's price on a specific date in the future. If a PLU's price will change in the future, the effective date and retail price appear in this window on the Future Prices tab of the PLU window.

To view future prices for PLUs:

1. List the PLUs as described in "Listing PLUs".
2. Select a PLU, and then click **Open**.
3. On the PLU window, select the check box beside **Future Prices** tab. The Future Prices tab appears.

6 Inventory Management

This section provides information about the inventory control functions available in the Store Manager.

Inventory control includes ordering, receiving, transferring inventory, preparing a sheet for inventory counts, and adjusting inventory levels after the counts. You can identify items using an item's PLU or the SKU number assigned by the vendor.

If you click Inventory Control in the PLU Maintenance window when you add or modify a PLU record, the Store Manager tracks the on-hand quantity of the item. Tracking accounts for sales, receiving, transfers, and any adjustments you make manually. You can see current inventory information about the item in the Inventory Information window.

This section covers the following topics:

- "Maintaining vendor records" on page 58
- "Configuring inventory parameters" on page 59
- "Linking a vendor's SKU to a PLU" on page 61
- "Ordering, receiving and transferring inventory" on page 63
- "Viewing inventory information" on page 86
- "Performing a physical inventory count" on page 90
- "Adjusting on-hand inventory quantities" on page 92

Maintaining vendor records

Vendors are the suppliers of the products you sell in your store. You can add or change vendor records in the Store Manager.

When you create a vendor's record, the vendor displays as a selections in drop-down lists wherever you are required to select a vendor, such as in the General Parameters Maintenance window or the Promotions Maintenance window.

Note: Before you can add vendor records, you must define the selections for the Vendor Type and State/Prov drop-down lists. For more information, see "Maintaining drop-down lists" on page 16.

To add or change a vendor record:

1. On the Main Menu, click **File Maintenance**.
2. Click **Vendors**. The current list of defined vendors appears.
3. Do one of the following:
   - To create a new vendor, click **New**.
   - To change an existing vendor, select the vendor, and then click **Open**.The Vendor window appears.
4. Complete the general information identifying the vendor as follows:
   - Vendor ID: Type up to ten characters that uniquely identify the vendor in Store Manager.
   - Vendor Name: Type up to 35 characters to define the name of the vendor as it will appear in drop-down lists in which you select vendors.
   - Address: Type the vendor's street address.
   - City: Type the name of the city in which the vendor is located.
   - State/Prov: Select the state or province in which the vendor is located.
   - Zip/Postal: Type the vendor's zip code or postal code.
   - Vendor Type: Select a type of vendor.
   - Phone: Type the vendor's telephone number.

     Note: In all Phone and Fax fields, the brackets around the area code and the hyphen between the third and fourth numbers are completed automatically.

   - Fax: Type the vendor's fax number.
5. Complete vendor's contact information as follows:
   - Contact 1 and Contact 2: Type the names of the vendor's first and second contacts.
   - Phone: Type the contact telephone numbers.
   - Fax: Type the contact fax numbers.
6. Complete the following information for the vendor:
   - Account Number: Type up to 20 characters of the store's account number with the vendor.
   - E-Mail: Type the vendors e-mail address.
   - Order Lag Days: Type the number of days that elapse between the time you place an order with the vendor, and the time you receive the order.
   - Min Order: To set the minimum amount the order must reach before the store places an order from the vendor, type a currency amount, including decimal place.

- Vendor Discount: Type up to 30 characters to record information about vendor discounts for which the store is eligible.
- Terms: Type up to 30 characters to record information about payment terms the store must follow with the vendor.
- Note: Type any notes about the vendor.
- Web Site: Type the address of the vendor's web site.

7. Select the check boxes for the days on which orders are placed with the vendor.
8. When the vendor record is complete, click **Save**.

Deleting vendor records

Note: You should not delete vendor records that have been selected in any Store Manager fields.

To delete a vendor record:

1. On the Main Menu, click **File Maintenance**.
2. Click **Vendors**. The current list of defined vendors appears.
3. Click the vendor whose record you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Configuring inventory parameters

You must define the Store Manager's inventory options before you perform any other inventory control functions.

To define inventory parameters:

1. On the Main Menu, click **Parameters Setup**. The Parameters Menu window appears.
2. Click **Inventory Parameters**. The Inventory Parameters Setup window appears.
3. In the Miscellaneous area of the Inventory Parameters Setup, do the following:
   - Purchase orders, receiving transactions, transfers and inventory count PLU lists are assigned numbers automatically by the Store Manager. To enable modification of a purchase order number or document number, click the **Modify PO/Doc Number** check box.
   - To allow a PLU to appear multiple times on a purchase order, receiving transaction, or transfer, click the **Include Store Num. in PO/Doc Num.** check box.
   - If a PLU you enter into a purchase order, receiving transaction, or transfer must have a record in the PLU table, click the **PLU Must Exist** check box. If you do not require the PLU record to exist, the Store Manager accepts any number you type into the PLU/XREF fields in the Purchase Order, Receiving, or Transfer windows.
   - To record SKUs used by vendors to identify the items they supply to your store (vendor's SKUs) in the Store Manager, click the **Maintain Vendor/SKU** check box. If you enter a vendor's SKU for an item into the Store Manager, you can either use the item's SKU number or PLU in purchase orders, receiving transactions, and transfers.
   - To determine the number of digits in the PO number by adding leading zeros, in the PO/Document Reference Number Mask field, type the a number of zero.

- To ensure that items are mapped to one vendor only, click **Item Vendor Match Order Vendor**.
- To allow a vendor's PLU to appear multiple times on a purchase order, receiving transaction, or transfer, click the **Allow Duplicate PLU** check box.
- To allow a vendor's SKU to appear multiple times on a purchase order, receiving transaction, or transfer, click the **Allow Duplicate Vendor/SKU** check box.
- If the receive all function in the Receiving window and Transfer window is required, click the **Allow Receive All (Receiving and Transfers)** check box. If the function is not available, the **Receive All** and **Receive None** radio buttons on the windows are disabled. For information about the fields used in the receive all function, "Receiving inventory" on page 73 and "Click New." on page 81
- To define the minimum authority level an employee must have to delete a purchase order, receiving transaction, or transfer using the Delete button on the appropriate selection window, click **Delete Inv. Transaction Authority** and select an option. If you select 6, inventory transactions cannot be deleted.
- To define how you must enter items into inventory, click **Item Entry Type** and select an option.
- To define how you must look up items in inventory, click **Look Up Item By** and select an option.

4. In the Purchase Orders area of the Inventory Parameters Setup window, do the following:
   - If you must complete the Order Type drop-down list in the Purchase Order window, click the **Order Type Required** check box.
5. In the Receiving area of the Inventory Parameters Setup window, do the following:
   - To display the By Case tab, click the **Activate 'By Case' Tab** check box. When enabled, this feature allows the receipt of inventory by the case.
   - If the quantity you enter into the Act Qty field must match the quantity you enter into the Hash Qty field in the Receiving Maintenance window, click the **Received Qty and Hash Qty Have to Match** check box. The hash quantity is the total number of pieces you expect to receive in the order. If you click this check box, and the quantity you receive does not match the hash quantity, you cannot complete the receiving transaction.
   - To capture all the items in receiving transactions individually, click the **Capture All Line Items** check box.
   - To automatically generate a receiving transaction when a purchase order is issued, click the **Generate Receiving Trans. for Issued P.O.** check box.
   - For item under inventory control, allow you to accept, note and complete at a later time partial orders, click **Only Transmit Modified Items If Partialled**.
   - To restrict the number of decimal positions that are allowed when a Quantity Received value is entered, type a number between 0 and 3 in the Received Quantity Decimals field. The default setting is 3 decimal places.
   - To require a reason from the Reason drop-down list in the Receiving window when there is a discrepancy between the expected and actual quantities of an item received, click the **Receive Reason Required** check box. If you click this check box, you cannot complete the receiving transaction until you select a reason.
   - If entering a discrepancy number into the Discrepancy No. field in the Receiving window is required whenever there is a discrepancy during receiving, click the **Receive Discrepancy Number Required** check box. If you click this check box, you cannot complete the receiving transaction until you enter a discrepancy number.

- To require a receiving type from the Receiving Type drop-down list in the Receiving window, click the **Receiving Type Required** check box. If you click this check box, you cannot complete the receiving transaction until you select a type.
- To require a ship type selection from the Ship Type drop-down list in the Receiving window, click the **Shipping Type Required** check box. If you click this check box, you cannot complete the receiving transaction until you select a ship type.
- To control the percentage of the allowed difference between the expected quantity and the actual quantity, type a value in the Short/Over Qty Threshold Percent field. If the actual quantity entered is not within the given percentage of the expected quantity, a warning is issued.

6. In the Transfers area of the Inventory Parameters Setup window, do the following:
   - To require a ship via selection from the Ship Via drop-down list in the Transfer window, click the **Ship Via Required** check box. If you click this check box, you cannot complete the receiving transaction until you select a ship via.
7. In the Physical Inventory area of the Inventory Parameters Setup window, do the following:
   - To require a selection from the Reason drop-down list in the Physical Inventory Maintenance window, click the **Physical Inventory Reason Required** check box. If you click this check box, you cannot complete the transaction until you select a reason.
8. In the Inventory Control area of the Inventory Parameters Setup window, do the following:
   - To define the frequency with which inventory is tracked, click the Period Type drop-down list and select **Monthly** or **Daily**.
   - To define what is included when the Store Manager traces changes to the on-hand quantities of inventory controlled items, click the Trace Type drop-down list and select a trace type. A Basic trace includes manual adjustments, receiving and transfers. An All Changes to QOH traces includes all activity that affects on-hand quantities.
9. In the Suggested Orders area of the Inventory Parameters Setup window, do the following:
   - To determine whether the Store Manager uses the order days as defined in the Vendor Maintenance window when it is generating a suggested order, click the **Suggested Order - Use Vendor Ordering Days** check box. For information about suggested orders, see "Creating a purchase order automatically from a suggested order" on page 66.
10. Click **Save**, and then click **Exit**. The Inventory Parameters Maintenance window closes. You return to the Store Manager Parameters Menu window.

Linking a vendor's SKU to a PLU

Store Manager uses PLUs to identify items. These PLUs do not necessarily match the SKU numbers the vendors use to identify the same items. Once you have defined vendor's SKUs for PLUs, you can create purchase orders or receiving transactions using vendor's SKUs to identify items instead of PLUs.

Before you can link a vendor's SKU to a PLU, both the PLU and the vendor must already be defined. For information about defining a PLU, see "Adding and changing PLUs" on page 34. For information about defining vendors, see "Maintaining vendor records" on page 58.

To add or modify a vendor's SKU record, you must enter information into the Vendor's SKU Maintenance window.

WARNING! You can only assign vendor's SKUs to PLUs if you have checked (√) the **Maintain Vendor/SKU** check box in the Inventory Parameters Maintenance window.

To link a vendor's SKU to a PLU:

1. On the Main Menu, click **Inventory**. The Inventory Control Menu window appears.
2. Click **Vendor/SKU Maintenance**. The Vendor/SKU Selection window appears. Click **New**.
3. To define the ID number of the item's vendor, click the **Vendor ID** drop-down list and select a vendor from the list. The Vendor Name field with the description of the vendor displays automatically based on vendor selected

   Note: For information about defining vendors, see "Maintaining vendor records".

4. To define the vendor's unique identification number for the item, click the Vendor/SKU field and type a number, up to 18 characters in length.
5. To define the item's PLU, type a number into the PLU/X-Ref field. The Description field defines the description of the item. Store Manager automatically completes this field with the description of the PLU you enter into the PLU/X-Ref field.
6. To define the store's cost for the item from the vendor, click the Cost field and type an amount into the field.
7. Type an alphanumeric string, up to 100 characters long, into the Note field. This string is related to the vendor's SKU that you are defining
8. To define the number of the item in each shipping case, click the Pack Factor field and type a number into the field that represent the number of the items in each shipping case. If you complete this field, this number is used as the package size in purchase orders and receiving transactions.

   Tip: To find a PLU, click in the PLU/X-Ref field, and press the **F12** key. The PLU Search window appears.

Ordering, receiving and transferring inventory

You can order, receive, and transfer inventory items using the Store Manager. If an item is inventory controlled, its on-hand amount is updated when you complete a receiving transaction or transfer into your store.

You can create purchase orders, receiving transactions, and transfers yourself. You can open the documents in the appropriate window, modify the information in them, and issue or complete them.

Ordering inventory

You can create and issue manual purchase orders using PLUs or vendor's SKUs to identify the items.

You can use vendor's SKUs to identify items if the vendor's SKUs for the items are defined.

Once you issue a purchase order, it can be converted into a receiving order that you use to record items that you receive into the store's inventory.

Creating purchase orders manually using PLU or vendor's SKU

After you create a manual purchase order, it has a status of pending. You must issue the purchase order to make it available to be converted into a receiving order.

For information about issuing a purchase order, see "Issuing a purchase order" on page 68.

To create a purchase order:

1. On the Main Menu, click **Inventory**. The Inventory Menu window appears.
2. Click **Purchase Orders**. The Purchase Order Selection window appears.
3. Click **New**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.

   Tip: To skip this step and avoid displaying the dialog box below, ensure that the Maintain Vendor/SKU parameter is disabled in the Inventory Parameters section of Parameters Setup.

4. Click either **By PLU/X-Ref** or **By Vendor/SKU**.
5. Complete the appropriate fields at the top of the Purchase Order window:
   - The Txn. Number field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is used for purchase orders, receiving transactions, transfers, and inventory count PLU lists. No action required. Store Manager automatically completes this field with a number after you save the purchase order.
   - The P.O. Number field defines the unique number that identifies the purchase order. You can modify the purchase order number if you have clicked **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. No action required. Store Manager completes this field.
   - The Vendor field defines the vendor that supplies the items you are ordering. You must complete this drop-down list before you can add items to the purchase order.Click the drop-down list and select a vendor from the list.
   - The Order Type field defines the type of purchase order you are creating. If you click **Order Type Required** in the Inventory Parameters Maintenance window, you must complete this drop-down list before you can issue the purchase order. You can define the selection of order

types that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select an order type from the list.

- The Status field indicates the current status of the purchase order. Pending: The order has not been issued, and can be modified. Issued: The order is complete and cannot be modified. Void: The order has been issued and then voided. No action required. Store Manager automatically completes this field.
- The Note field defines any notes regarding the purchase order. Type an alphanumeric string, up to 40 characters long, into the field.
- The Txn. Date field defines the date the inventory transaction is created. The transaction date can differ from the order date. No action required. Store Manager completes this field with the system date of the computer the Store Manager is running on.
- The Cancel Date field defines the date after which the purchase order should be cancelled. Store Manager does not automatically cancel any inventory transactions, the date in this field is for your information only. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**.
- The Order Date field defines the purchase order date. Store Manager automatically completes this field, but you can edit the information in it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
- The Exp. Delivery field defines the expected delivery date. Store Manager automatically completes this field with a date calculated using the value you enter into the Order Lag Days field in the Vendor Maintenance window, but you can edit it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
- The Vnd. Terms field defines the vendor's payment terms. You define the vendor's payment terms using the Terms field in the Vendor Maintenance window. No action required. Store Manager automatically completes this field.
- The Origin field indicates whether the purchase order is based on an electronic document, suggested order, or manual order. *Action:* No action required. Store Manager automatically completes this field.
- The Transmit field indicates whether the purchase order has been issued. No action required. Store Manager automatically completes this field.
- The Min Order field contains the minimum dollar amount that must be ordered from the vendor. The data in this field is for information only. If the items on the purchase order total less than the amount in this field, the order can still be processed. No action required. Store Manager automatically completes this field.
- The Over Min Order field indicates whether the amount of the items on the purchase order is more than the amount in the Min Order field in this window. No action required. Store Manager automatically completes this field.

6. Complete the appropriate field in the middle of the Purchase Order window.
   - PLU/XREF This field defines the unique number that identifies the item you are ordering. Type a number into the field. If you click **By PLU/Xref** in the Select Display Type dialog box, you must enter the item's PLU or cross reference number. If you want to use cross reference numbers only, you must click **Xreference Only** in the Inventory Parameters Maintenance Window. For information about defining cross reference numbers, see "Defining PLU cross references" on page 39.
   - Description This field contains the item's description as you defined in the PLU Maintenance window when you defined the PLU. No action required. Store Manager automatically completes this field.

- Required Qty. This field defines the quantity of the item you are ordering.Type a number into the field.
- Pkg. Qty. This field defines the number of the item that is shipped in each case. For example, if the number 4 is in this field, the item is shipped in cases of 4. No action required. Store Manager automatically completes this field with the number in the Pack Factor field in the Vendor's SKU Maintenance window if vendor's SKUs are being used. If you do not enter a number into the Pack Factor field, the Store Manager enters the number "1" into this field.
- Pkg. Count This field defines the number of packages being ordered, based on the values you enter into the Required Qty. field, and the number in the Pkg. Qty. field. If you order an odd number of items, the Store Manager calculates the number of packages required to fill the order. For example, if you enter **7** into the Required Qty. field, and there is a package size of 6, then 2 packages are ordered. The second package is ordered to accommodate the seventh item. No action required. Store Manager calculates the number of packages required, and completes the field.
- Extended Units This field defines the total number of the items you are ordering. The total number is based on the package size, and the package count. No action required. Store Manager calculates the number of items and completes this field.
- Cost Price This field defines the cost to the store of the item you are ordering. The item's cost is defined in the Cost field in the Vendor's SKU Maintenance window or the PLU Maintenance window. The cost for the number of the item you are ordering is displayed in the Extended Cost field in this window. No action required. Store Manager automatically completes this field.
- Extended Cost This field represents the total cost of the items being ordered. The total cost is based on the values in the Extended Unit and the Cost Price fields in this window. No action required. Store Manager completes this field.

7. Complete the appropriate fields at the bottom of the Purchase Order window.
   - Retail Price This field defines the retail price for the item. You define the retail price in the Retail Price field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager automatically completes this field.
   - Ext. Retail This field defines the retail price for the items being ordered. The total price is based on the values in the Extended Unit and the Retail Price fields in this window. No action required. Store Manager automatically completes this field.
   - Dept. This field defines the department to which the item you want to order is assigned. You can assign PLUs to departments using the Dept. Number drop-down list in the PLU Page 1 tab of the PLU Maintenance window. For information about defining departments, see "Defining departments" on page 23. No action required. Store Manager automatically completes this field.
   - Gross Mrg. This field defines the gross margin the store earns on the item. The calculation is based on the difference between the values in the Retail Price and the Cost Price fields. No action required. Store Manager automatically completes this field.
   - Seq. This field indicates the line that is highlighted in the purchase order. The Retail Price, Ext. Retail, Dept, Gross Mrg., Seq., and Order Number fields contain the information for the line that is highlighted in the purchase order. No action required. Store Manager automatically completes this field.
   - Order Number This field contains a unique number that is used to track the item during order, receive, and transfer transactions. You define the order number in the Ordering No. field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager automatically completes this field.

Inventory Information This field opens the Inventory Information window. The window contains information about the item in the line you highlighted in the purchase order. The item in the highlighted line must be inventory controlled. For more information about the Inventory Information window, see "Viewing inventory information" on page 86. Click the button.

Details This field opens a detail screen which contains information about the item in the line of the purchase order that you have highlighted. The information in the detail window cannot be edited. Click the button.

8. Click **Save**, and then click **Exit**.

Tip: You can view inventory information about each item you add to the purchase order by clicking **Details** on the Purchase Order window. The item entry portion of the maintenance window is replaced with a detail window.

Modifying a purchase order

You can only modify a purchase order before it is issued when it has a status of pending. If you need to change a purchase order after you have issued it, you must void it and create a new one.

To modify a purchase order:

1. On the Main Menu, click **Inventory**. The Inventory Menu window appears.
2. Click **Purchase Orders**.
3. Click **Display All**. The existing purchase orders appear in the selection window.
4. Click the purchase order you want to modify, and then click **Open**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click a radio button in the dialog box. The Purchase Order window appears.
6. Change the fields in the window as appropriate.
7. Click **Save**, and then click **Close**.

WARNING! You can delete a purchase order by clicking **Delete** on the Purchase Order Selection window only if you have a sufficient authority level. You can define the minimum authority level required to delete a purchase order using the Delete Inventory Transaction Authority drop-down list in the Inventory Parameters Maintenance window. For information about defining inventory options, see "Configuring inventory parameters" on page 59.

Creating a purchase order automatically from a suggested order

Store Manager can create a purchase order for you, containing items whose current on-hand amount is below the minimum acceptable on-hand amount. Store Manager only includes items in the suggested order that you have not already placed on another order.

After you create a purchase order from a suggested order, you can modify and issue it. For information about modifying a purchase order, see "Modifying a purchase order" on page 66. For information about issuing a purchase order, see"Issuing a purchase order" on page 68.

To generate a suggested order and create a purchase order:

1. On the Main Menu, click **Inventory**.

2. Click **Suggested Orders**. A dialog box appears asking you to confirm how you want to create the order.
3. Click a radio button. If you click **Department**, you must select a department from the corresponding drop-down list.
4. Click **OK**. The dialog box closes. The Suggested Order Statistics window appears.
5. Click **OK**. A purchase order is generated.

Issuing a purchase order

A purchase order has a status of pending until you issue it. You can void a purchase order but you cannot modify a purchase order after you issue it. Issuing a purchase order makes it available to be converted into a receiving order.

For information about converting the purchase order into a receiving order, see "Converting purchase orders into receiving orders" on page 73.

To issue a purchase order:

1. On the Main Menu, click **Inventory**.
2. Click **Purchase Orders**.
3. Click **Display All**. The existing purchase orders appear in the selection window.
4. Click the purchase order you want to issue, and then click **Open**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click a radio button in the dialog box. The dialog box closes. The Purchase Order window appears.
6. Click **Issue**. A dialog box appears, prompting you to confirm if you want to issue the purchase order.
7. Click **OK**. The purchase order's status changes to issued.

Printing a Purchase Order report

You can print a purchase order report containing the information from the purchase order displayed in the Purchase Order window.

The Purchase Order report is linked to the report template designer. You can use the report template designer to alter the appearance and layout of the Purchase Order report. For more information about the report template designer, see "Designing report templates" on page 155

To print a purchase order report:

1. On the Main Menu, click **Inventory**.
2. Click **Purchase Orders**.
3. Click **Display All**. The existing purchase orders appear in the selection window.
4. Click the purchase order you want to use to form the basis of the report, and then click **Open** button. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click a radio button in the dialog box. The dialog box closes.
6. Click **Report**. The Purchase Order report is displayed in the report window.
7. Click **Print**. The Print Options dialog appears asking you to confirm the printing.
8. Click **OK**. Store Manager prints the report on the printer defined as the default printer, and the report remains displayed on your screen in the report window. When finished, click **Exit**.

Voiding a purchase order

You can void a purchase order if it has a status of issued. A voided purchase order remains visible in the Purchase Order Selection window, and you can open it to see the information in it, but you cannot modify it.

To save time reentering order information, you can duplicate a voided purchase order. For information about duplicating a purchase order, see "Duplicating a purchase order" on page 70.

To void a purchase order:

1. On the Main Menu, click **Inventory**.
2. Click **Purchase Orders**.
3. Click **Display All**. The existing purchase orders appear in the selection window.
4. Click the purchase order you want to void, and then click **Open**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click a radio button in the dialog box. The dialog box closes.
6. Click **Void**. A dialog box appears, prompting you to confirm you want to void the purchase order.
7. Click **Yes**. The purchase order is voided.

Duplicating a purchase order

You can create a new purchase order by duplicating an existing order. The new purchase order has a status of pending, regardless of the status of the original order.

To duplicate a purchase order:

1. On the Main Menu, click **Inventory**.
2. Click **Purchase Orders**.
3. Click **Display All**. The existing purchase orders appear in the selection window.
4. Click the purchase order you want to duplicate, and then click **Open**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click a radio button in the dialog box. The dialog box closes. The Purchase Order window appears.
6. Click **Duplicate**. The new purchase order is displayed in the Purchase Order window. The new order is identical to the original order.
7. Change the information in the fields as appropriate.
8. Click **Save**, and then click **Exit**.

Creating an order guide for repeat orders

When dealing with corporate customers on a regular basis, you may need to repeat an order for the same inventory items on an ongoing basis. For example, if you are running a liquor store you would service a number of hospitality-type customers with the same products every week. Items in the order typically do not change except for minor adjustments to the quantities required.

Store Manager provides a feature for maintaining an order guide and an order entry screen to process repeat orders. The order guide allows you to create a specific standing order for each customer that pre-orders product. The order entry screen allows you to create a new order using the pre-defined order list and view the current selling prices for that customer. You can also see on-hand quantity and on-order quantity for each product in your store. Once complete, the order acquires a pending status for payment processing at a later date — typically when the customer picks up their merchandise.

Before you can set up an order guide for a customer, you must complete the following:

- Create a record for the customer.
- Ensure that the price level value is set to 1 (in the Customer Maintenance window on the Loyalty Points tab.) This applies any discount schemes the customer may be entitled to such as discounts for bulk-purchases.
- Create an order guide and link it to the customer.

Note: You may create several order guides for one customer to reflect seasonal or other variations in their ordering.

To set up a customer to use the order guide feature:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The Selection window appears.

4. If you are adding a new customer to the order guide, click **New**. The Customer Maintenance window appears. (Otherwise, if you need to make a change to an existing customer record, you can simply open that record.)
5. Enter contact information for the customer as required.
6. The Type field specifies the user-defined customer type. Select the required type. (Customer types are maintained in the Code Table Maintenance window for Licensee types.)
7. The Status field specifies the customer status. The options are active or inactive. Select the required status type. (Customer status types are maintained in the Code Table Maintenance window for Licensee status.)
8. You can create a custom reference number for the customer by entering an identifying number in either **Reference #1** or **#2**.
9. Click the **Loyalty Points** tab.
10. Set the **Price Level** value to 1.
11. Click **Save** and then click **Exit**.

Once you have set up a customer, you can begin to create an order guide for them.

To set up an order guide for a customer:

1. In the Customer Menu, click **Order Guides**. The Order Guide Selection window appears.
2. If you are opening an existing order guide, select it from the displayed list and click **Open**, or click **New** to create a new order guide for a customer.
3. You must assign the order guide to the customer by entering their identifying number in the Customer # field. If you do not know the customer number, you can look it up by clicking the question mark icon.

   Note: You may create an order guide for licensees with several locations ordering the same group of products by creating a copy of an existing order guide for one licensee and then assigning a new customer number to it.

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4. In the Guide ID field, enter an identifier to uniquely identify the order guide.
5. Enter each item to appear in the order guide by clicking the Item field and entering the PLU Number and PLU Description for the item.

   Current Price/Future Price displays the item's prices based on the current date. Future price represents the price that is effective on the earliest configured date after the current date. If an item does not appear in the customer price list, the current retail price from the PLU database is displayed in both the current price and future price.
6. When you have entered all the items for the order, click **Save** to save the order guide.
7. If required, you can print the order guide. To print the order guide, click **Print**.

Viewing displayed information about the order

When an order guide is complete, the P/T ID field shows the configured pending transaction type, such as Layaway, for the order. After that order is settled and picked up, the status changes to Complete.

You can sort the item list by clicking on any item column header in the order guide maintenance window. The list of items is automatically redisplayed in the new sort order. Clicking on the same column again toggles the sort between descending and ascending order. The sort order for a specific order guide is maintained in the picking list report and pending transaction.

Item numbers are automatically sequenced by default. You may manually renumber the sequence.

Entering an order from an order guide

When you choose the option to enter an order from a defined order guide, the order entry window displays items from the order guide according to the item sort order defined for the guide. You can specify a pickup date and enter item quantities as required. When all order items have been entered, you can print a picking list from the order.

You can use the search feature in the summary window to look for a specific order by searching on any of the following fields: Customer #, Customer Name, Status or Guide ID. You can then choose an existing order from the list of orders displayed in the window. You can also generate a new order entry or delete an existing one from the selection window.

To enter an order from an order guide:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Order Entry**. The Selection window appears.
4. Once you have identified the required order guide, click **New** to add a new row to the list. The order items appear from the selected order guide and sorted according to the item sort order established with the order guide.
5. For each item appearing in the list, enter the amount ordered by the customer in the Quantity Ordered field. Continue entering the order until all items are entered.
6. Click **Complete** to generate the order. Initially, the order will be assigned a status of Pending. The order can still be modified in this state. You can also print a picking list and an Order Guide by clicking the appropriate options at the bottom of the window. When the order is converted into a Pending Transaction Sale, the status of the order will change to Completed. At this point a completed order can no longer be altered nor a picking list printed but you will see an option to print a Pending Transaction Report. This report contains final pricing for the transaction including taxes and mix match discounts. The option to print an Order Guide will still be available.
7. To exit the Order Entry Maintenance window, click **Exit**.

Receiving inventory

You can receive inventory into your store by recording the items and quantities in a receiving transaction. You can also create and complete receiving transactions using PLUs.

The receiving transaction compares the actual quantity of items you receive to the quantity you ordered and indicates discrepancies. Partial shipments of items can also be received from the same order at different times.

Converting purchase orders into receiving orders

Once you issue a purchase order it becomes available to be used as a receiving transaction. For information about issuing a purchase order, see "Issuing a purchase order" on page 68.

A purchase order is converted into a receiving transaction the first time you open it in the Receiving Selection window. Before it has been converted, it is only visible in the P.O.'s to be Received tab. After it is converted it is visible in the Receiving Transactions tab only.

To convert a purchase order into a receiving order:

1. On the Main Menu, click **Inventory**.
2. Click **Receiving**.
3. Click the appropriate tab.
4. Click **Display All**. The issued purchase orders appear in the window.
5. Click the purchase order you want to convert into a receiving transaction, and then click **Open**. The Receiving Maintenance window appears, containing the information you entered when you created the purchase order.

Once you open a purchase order as a receiving order you can immediately enter receiving information into the Receiving window, or you can save it and close it. For information about the fields in the Receiving window, see "Receiving inventory" on page 73.

Receiving inventory by PLU or vendor's SKU

When you create a new receiving transaction it has a status of pending. The items received are not added to your on-hand inventory quantities until you complete the receiving transaction.

For information about completing a receiving transaction, see "Completing a receiving transaction" on page 79.

In the following steps you are required to enter information into the Receiving window. For information about the fields in the window, see "Receiving inventory" on page 73.

To create a receiving transaction:

1. On the Main Menu, click **Inventory**.
2. Click **Receiving**.
3. Click the **Receiving Transactions** tab.
4. Click **New**. A dialog box appears, prompting you to confirm if you want to identify the items by PLU or vendor's SKU.
5. Click either **By PLU/X-Ref** or **By Vendor/SKU** in the dialog box.

Tip: You can view inventory information about each item you add to the receiving transaction by clicking **Details** on the Receiving window. The item entry portion of the window is replaced with a detail window.

6. The Txn. Number field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is used for purchase orders, receiving transactions, transfers, and inventory count PLU lists. No action required. Store Manager automatically completes this field with a number after you save the receiving transaction.
7. The Status field indicates the current status of the receiving transaction.
   - Pending: The transaction has not been completed, and can be modified.
   - Received: The transaction is complete and cannot be modified.
   - Partial: Some of the items in the transaction have been received, more items on the transaction can be received.
   - Void: The transaction has been completed and then voided.

   No action required. Store Manager automatically completes this field.
8. The Txn. Date field defines the date the inventory transaction is created. The transaction date does not need to be the same as the receive date. No action required. Store Manager completes this field with the system date of the computer the Store Manager is running on.
9. The Document Number field defines the unique number that identifies the receiving transaction. You can modify the document number if you click **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. Store Manager automatically completes this field, but you can edit the information in it. Type a number into the field.
10. The Vendor field defines the vendor that supplies the items you are receiving. You must complete this drop-down list before you can add items to the receiving transaction. Click the drop-down list and select a vendor from the list.
11. The Receive Date field defines the date the items are received into your store. Store Manager automatically completes this field, but you can edit the information in it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
12. The P.O. Number field defines the unique number that identifies the purchase order this receiving transaction is based on. For information about converting an issued purchase order into a receiving transaction, see "Converting purchase orders into receiving orders" on page 73. No action required. Store Manager automatically completes this field.
13. The Ship Type field defines how the items are shipped to your store. You must complete this drop-down list if you click **Shipping Type Required** in the Inventory Parameters Maintenance window. You can define the selection of ship types that appear in this drop-down list in the Code Table Maintenance window. For information about populating drop-down lists, see "Maintaining drop-down lists" on page 16 Click the drop-down list and select a ship type from the list.
14. The Receiving Type field defines the type of receiving transaction you are creating. You must complete this drop-down list if you click **Receiving Type Required** in the Inventory Parameters Maintenance window. You can define the selection of receiving types that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a receiving transaction type from the list.
15. The Discrepancy Number field defines a unique number that identifies a discrepancy between the quantity of items expected in the transaction and the quantity of items actually received. You must complete this field before you complete the transaction if you click **Receive Discrepancy Number Required** in the Inventory Parameters Maintenance window. Type a number, up to 17 characters long, into the field.

16. The Number of Cases field defines the number of cases of items shipped to your store. Type a number into the field.
17. The Total Inv. Cost field defines the total cost to the store of the items shipped to your store. Type a currency amount into the field.
18. The Note field defines any notes regarding the receiving transaction. Type an alphanumeric string, up to 40 characters long, into the field.
19. The Hash Qty field defines the total number of items that the store expects to receive. The actual quantity received must match the number you enter into this field if you click **Receive Quantity Match Hash Quantity** in the Inventory Parameters Maintenance window. Type a number into the field.
20. The Origin field indicates the origin of the receiving transfer (purchase order, electronic document, manual). *Action:* No action required. Store Manager automatically completes this field.
21. The PLU/XREF field defines the unique number that identifies the item you are receiving. Type a number into the field. If you click **By PLU/Xref** in the Select Display Type dialog box, you must enter the item's PLU or cross reference number. If you want to use cross reference numbers only, you must click **Xreference Only** in the Inventory Parameters Maintenance window.
22. The Description field defines the item's description. No action required. Store Manager automatically completes this field.
23. The Expected Qty field defines the quantity of the item the store expects to receive. If the transaction is based on an issued purchase order, the number in this field is from the **Extended Unit** field in the Purchase Order window. No action required. Store Manager automatically completes this field.
24. The Actual Qty field defines the quantity of the item the store actually receives. If you click **Receive Discrepancy Number Required** in the Inventory Parameters Maintenance window, and the number in the Exp. Qty field is not zero and does not match the quantity you actually receive, then you must type a number into the Discrepancy No. field in this window. Type a number into the field.
25. The Short/Over field defines the difference between the actual quantity of the item the store receives, and the expected quantity. If the number in this field is not 0, and if you click **Receive Discrepancy Number Required** in the Inventory Parameters Maintenance window, you must type a number into the Discrepancy No. field in this window. If you click **Receive Reason Required** in the Inventory Parameters Maintenance window, you must select a reason in the Reason drop-down list, in this window. No action required. Store Manager automatically completes this field.
26. The Reason field defines the reason the quantity of the item the store receives is different from the expected amount. If you click **Receive Reason Required** in the Inventory Parameters Maintenance window, you must complete this field whenever the values in the Exp. Qty and Act. Qty fields do not match. You can define the selection of reasons that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a reason from the list.
27. The B/O field indicates whether the item is back ordered. Store Manager automatically completes this check box, but you can change the entry. Click the check box to change the entry in the check box. When the check box is checked (√), the item is back ordered.
28. The Received (T/D) field indicates the total quantity of the item received. No action required. Store Manager automatically completes this field.
29. The Pkg. Qty. field defines the number of the item that is shipped in each case. For example, if the number 4 is in this field, the item is shipped in cases of 4. No action required. Store Manager automatically completes this field with either the number in the Pack Factor field in the Vendor's SKU Maintenance window. If you don't enter a number into the Pack Factor field, the Store Manager enters the number 1 into this field.

30. The Retail Price field defines the retail price for the item. You define the retail price in the Retail Price field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager automatically completes this field.
31. The Ext. Retail field defines the retail price for the number of the item you receive. The total price is based on the values in the Act.Qty and the Retail Price fields in this window. No action required. Store Manager automatically completes this field.
32. The Cost field defines the cost to the store of the item you are receiving. The item's cost is defined in the Cost field in the Vendor's SKU Maintenance window, or the PLU Maintenance window. The total cost for the actual quantity of the item you receive is displayed in the Ext. Cost field in this window. No action required. Store Manager automatically completes this field.
33. The Ext. Cost field represents the total cost of the items you are receiving. The total cost is based on the values in the Extended Unit and the Cost Price fields in this window. No action required. Store Manager completes this field.
34. The Seq. field indicates the line that is highlighted in the receiving transaction. The information in the Pkg. Size, Retail Price, Ext. Retail, Cost Price, Ext. Cost, Sequence No., Labels Printed, and Ordering No. fields contain the information for the line that is highlighted in the receiving transaction. No action required. Store Manager completes this field.
35. The Labels Count field indicates how many price stickers and shelf labels you have sent to queues for printing. You can send price stickers or shelf labels to a queue by clicking Price Label or Shelf Label in this window. No action required. Store Manager automatically completes this field.
36. The Ordering Num. field contains a unique number that is used to track the item during order, receive, and transfer transactions. You define the order number in the Ordering No. field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager automatically completes this field.
37. The Designed Label field opens the Price Tag window. You can use the Price Tag window to design price stickers or shelf labels for the item. Click the button.
38. The Price Sticker field opens the Print Queue Selection window. You can use the Print Queue Selection window to create a price sticker queue that you can print. Click the button.
39. The Shelf Label field opens the Print Queue Selection window. You can use the Print Queue Selection window to create a shelf label queue that you can print. Click the button.
40. The Report field generates a Receiving report and displays it in the report window on your screen. For more information about the Receiving report, see "Printing a Receiving report" on page 80. Click the button.
41. The Inventory Information field opens the Inventory Information window. The window contains information about the item in the line of the receiving transaction that you have highlighted. The item in the highlighted line must be inventory controlled. For more information about the Inventory Information window, see "Viewing inventory information" on page 86. Click the button.
42. The Complete field completes the receiving transaction. You cannot modify a receiving transaction after you complete it. The transaction's status becomes complete. For information about completing a receiving transaction, see "Completing a receiving transaction" on page 79. Click the button.
43. The Void field voids the completed receiving transaction. You cannot void a transaction until you have completed it. For information about voiding a receiving transaction order, see "Voiding a receiving transaction" on page 80. Click the button.
44. The Details field opens a detail screen which contains information about the item in the line of the receiving transaction that you have highlighted. The information in the detail window cannot be edited. Click the button.

45. The Partial field saves the items and information you have added to the receiving transaction, but does not complete the transaction. You can open the receiving transaction again and add additional items to it. The Rcvd. TD field displays a total of the item received. For information about receiving a partial shipment, see "Receiving a partial order" on page 79. Click the button.

    Tip: To find a PLU, click in the PLU/XREF field, and press the **F12** key. The PLU Search window appears.

46. Click **Save**, and then click **Exit**.

Receiving inventory by case

You can use the receiving by case function to record the receipt of items in your store that do not have a corresponding purchase order, and that are shipped in cases only.

When you create a new receiving by case transaction it has a status of pending. For information about completing a receiving by case transaction, see "Completing a receiving transaction" on page 79.

In the following steps, you are required to enter information into the Receiving by case window. For information about the fields in the window, see "Receiving inventory by case" on page 77.

WARNING! Items that you receive into your store through a receiving by case transaction are not added to your on-hand inventory. You must perform an inventory adjustment to have the Store Manager reflect the receipt of these items. For information about performing an inventory adjustment, see "Adjusting the on-hand inventory quantities" on page 94.

To create a receiving by case transaction:

1. On the Main Menu, click **Inventory**.
2. Click **Receiving**.
3. Click the **Receiving by Case** tab.
4. Click **New**.
5. The Txn Number field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is used for purchase orders, receiving transactions, transfers, and inventory count PLU lists. No action required. Store Manager automatically completes this field with a number after you save the transaction.
6. The Status field indicates the current status of the receiving transaction.
    - Pending: The transaction has not been completed, and can be modified.
    - Received: The transaction is complete and cannot be modified.
    - Partial: Some of the items in the transaction have been received, more items on the transaction can be received.
    - Void: The transaction has been completed and then voided.

    No action required. Store Manager automatically completes this field.
7. The Txn Date field defines the date the inventory transaction is created. The transaction date does not need to be the same as the receive date. No action required. Store Manager completes this field with the computer's system date on which the Store Manager is running.
8. The Document Num field defines the unique number that identifies the receiving transaction. You can modify the document number if you click **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. Store Manager automatically completes this field, but you can edit the information in it. Type a number into the field.

9. The Vendor field defines the vendor that supplies the items you are receiving. You must complete this drop-down list before you can add items to the receiving transaction. Click the drop-down list and select a vendor from the list.
10. The Receive Date field defines the date the items are received into your store. Store Manager automatically completes this field, but you can edit the information in it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field
11. The P.O. Number field defines the unique number that identifies the purchase order this receiving transaction is based on. Type a number into the field.
12. The Ship Type field defines how the items are shipped to your store. You must complete this drop-down list if you click **Shipping Type Required** in the Inventory Parameters Maintenance window. You can define the selection of ship types that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a ship type from the list.
13. The Receiving Type field defines the type of receiving transaction you are creating. You must complete this drop-down list if you click **Receiving Type Required** in the Inventory Parameters Maintenance window. You can define the selection of receiving types that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a receiving transaction type from the list.
14. The Discrepancy Num field defines a unique number that identifies a discrepancy between the quantity of items expected in the transaction, and the quantity of items actually received. You must complete this field if you click **Receive Discrepancy Number Required** in the Inventory Parameters Maintenance window. Type a number, up to 17 characters long, into the field.
15. The Number of Cases field defines the number of cases of items shipped to your store. Type a number into the field.
16. The Total Inv. Cost field defines the total cost to the store of the items shipped to your store. Type a currency amount into the field.
17. The Note field defines any notes regarding the receiving transaction. Type an alphanumeric string, up to 40 characters long, into the field.
18. The Hash Qty field defines the total number of items that the store expects to receive. The actual quantity received must match the number you enter into this field if you click **Receive Quantity Match Hash Quantity** in the Inventory Parameters Maintenance window. Type a number into the field.
19. Reference Num TBD
20. Delivery Date TBD
21. The Origin field indicates the origin of the receiving transfer (purchase order, electronic document, manual). No action required. Store Manager automatically completes this field.
22. The Case Number field defines the unique number that identifies the case of items. Type a number into the field.
23. The Quantity field defines the number of cases you receive in your store. Type a number into the field.
24. The Shr/Ovr field defines the difference between the number of cases you actually received, and the number you expected. Type a number into the field. If the shipment was short cases, type a negative sign before the number.
25. The Receive All/None field is not available in the Receiving by Case window of the Store Manager.
26. The Designed Label field is not available in the Receiving by Case window of the Store Manager.
27. The Price Label field is not available in the Receiving by Case window of the Store Manager.

28. The Shelf Label field is not available in the Receiving by Case window of the Store Manager.
29. The Report field generates a Receiving report and displays it in the report window on your screen. For more information about the Receiving report, see "Printing a Receiving report" on page 80. Click the button.
30. The Inventory Information field is not available in the Receiving by Case window of the Store Manager.
31. The Complete field completes the receiving by case transaction. You cannot modify a receiving transaction after you complete it. The transaction's status becomes complete. For information about completing a receiving transaction, see "Completing a receiving transaction" on page 79. Click the button.
32. The Void field voids the completed receiving transaction. You cannot void a transaction until you have completed it. For information about voiding a receiving transaction order, see "Voiding a receiving transaction" on page 80. Click the button.
33. The Details field is not available in the Receiving by Case window of the Store Manager.
34. The Partial field accepts the items you have added to the receiving by case transaction, but does not complete the transaction. You can open the receiving transaction again and add additional items to it. For information about receiving a partial shipment, see "Receiving a partial order" below. Click the button.
35. Click **Save**, and then click **Exit**.

Receiving a partial order

You can receive a portion of your shipment with the rest to arrive later, record the items you do receive in a receiving transaction and mark the transaction as a partial order. The items you receive are added to your on-hand inventory quantities. You can open a receiving transaction with a status of partial and add items to it. The receiving transaction has a status of partial until you complete it.

Tip: You can see the quantity of an item that your store has already received by highlighting the line containing the item and clicking **Detail** on the Receiving window.

To receive a partial order:

1. Create a new receiving transaction or open an existing pending or partial transaction.
2. Complete the fields as appropriate for the items and quantities you receive.
3. Click **Partial**. The partial receiving transaction is saved.

Completing a receiving transaction

A receiving transaction has a status of pending or partial until you complete it. You cannot modify a receiving transaction after you complete it.

To complete a receiving transaction:

1. Create a new receiving transaction or open an existing pending or partial transaction.
2. Click **Complete**. A dialog box appears, prompting you to confirm if you want to complete the receiving transaction.
3. Click **Yes**. The dialog box closes. The receiving transaction's status changes to complete.

Printing a Receiving report

You can print a receiving report containing the information from the receiving transaction displayed in the Receiving window.

The Receiving report is linked to the report template designer. You can use the report template designer to alter the appearance and layout of the Receiving report.

To print a receiving report:

1. Create a new receiving transaction or open an existing pending or partial transaction.
2. Click **Report**. The Receiving report is displayed in the report window.
3. Click **Print**. A dialog box appears, prompting you to confirm the printing.
4. Click **OK**. Store Manager prints the report on the printer defined as the default printer, and the report remains displayed on your screen in the Report window.

Voiding a receiving transaction

A voided transaction remains visible in the Receiving Selection window, and you can open it to see the information in it, but you cannot modify it.

To void a receiving transaction:

1. Open a pending or partial transaction.
2. Click **Void**. A dialog box appears, prompting you to confirm you want to void the receiving transaction.
3. Click **OK**. The receiving transaction is voided.

Transferring inventory

A transfer records the movement of items between stores or the store and warehouse. You can create transfers to record the movement of inventory into or out of your store.

Inventory can be transferred using PLUs to identify items or items can be transferred by the case.

Your head office can also create transfers and send them to your store as electronic documents.

Transferring inventory using PLUs

When you create a new transfer it has a status of pending. The items you ship or receive are not added to your on-hand inventory quantities until you complete the transfer.

For information about completing a transfer, see "Completing a transfer" on page 84.

In the following steps, you must enter information into the Store Transfer by PLU window. For information about the fields in the window, see "Click New." on page 81.

To create a transfer:

1. On the Main Menu, click **Inventory**.
2. Click **Store Transfer**. The Store Transfer Menu appears.
3. Click either **Transfer By PLU** or **Transfer By Case**. The Store Transfer by PLU Selection Window or the Store Transfer By Case Window appears.
4. Click either the **Transfer Into Store** or **Transfer Out of Store** tab.

5. Click **New**.
6. The Txn Num field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is used for purchase orders, receiving transactions, transfers, and inventory count PLU lists.No action required. Store Manager automatically completes this field with a number after you save the transfer.
7. The Doc Number field defines the unique number that identifies the transfer. You can modify the document number if you click **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. Store Manager automatically completes this field, but you can edit the information in it. Type a number into the field.
8. The Status field indicates the current status of the transfer.
   - Pending: The transfer has not been completed and can be modified.
   - Complete: The transfer is complete and cannot be modified.
   - Void: The transfer has been completed and then voided.
   - No action required. Store Manager automatically completes this field.
9. The Origin field indicates if the transfer is based on an electronic document from your head office or if you create it. No action required. Store Manager automatically completes this field.
10. The Txn Date field defines the date the inventory transaction is created. The transaction date does not need to be the same as the order date. No action required. Store Manager completes this field with the system date of the computer the Store Manager is running on.
11. The Transfer Date field defines the transfer date. Store Manager automatically completes this field, but you can edit the information in it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
12. The Ship Via field defines how the items are shipped to or from your store. You can define the selection of ship via types that appear in this drop-down list in the Code Table Maintenance window. If you click **Ship Via Required** in the Inventory Parameters Maintenance window, you must complete this drop-down list before you can complete the transfer. Click the drop-down list and select a ship via type from the list.
13. The Carton Count field defines the number of cases included in this transfer. Type a number into the field.
14. The Vendor field defines the vendor of the items included in the transfer. You must complete this drop-down list before you can add items to the transfer. Click the drop-down list and select a vendor from the list.
15. The To/From Store field defines the store the items are being transferred to or from. You must complete this drop-down list before you can save or complete the transfer. The selection of stores that appears in this drop-down list comes from the Stores table. Click the drop-down list and select a store from the list.
16. The Hash Qty field defines the total number of items that the store expects to receive. Type a number into the field.
17. The Reason field defines the reason the transfer of items is being performed. You can define the selection of reasons that appears in this drop-down list in the Code Table Maintenance window.Click the drop-down list and select a reason from the list.
18. The Out field indicates whether the items are being transferred into or out of your store. The entry in this field is based on whether you choose the Transfer in by PLU or the Transfer out by PLU tab in the Store Transfer Selection window. No action required. Store Manager automatically completes this field.
19. The Note field defines any notes regarding the transfer. Type an alphanumeric string, up to 70 characters long, into the field.

20. The PLU/XREF field defines the unique number that identifies the item that is being transferred. If you want to use cross reference numbers to identify items instead of PLU numbers, you must click **Xreference Only** in the Inventory Parameters Maintenance Window. Type a number into the field.
21. The Description field contains the item's description. No action required. Store Manager automatically completes this field.
22. The Expected Qty. field defines the number of the item the receiving store expects to receive in the transfer. If you are creating a transfer in, you cannot edit the information in this field. If you are creating a transfer out, type the number of items the receiving store expects into the field.
23. The Received Qty. field defines the actual quantity of the item you receive. Type a number into the field
24. The Short/Over field indicates the amount of discrepancy between the quantity of the item you expect to send or receive, and the quantity of the item that is actually sent or received. No action required. Store Manager automatically completes this field.
25. The Receive All/None field determines the default number that the Store Manager enters into the Quantity Received field in this window. You can change the value from the default entry made by the Store Manager. The field is only available if you click **Allow Receive All for Receiving and Transfers** in the Inventory Parameters Maintenance window. Click **All** to automatically enter the expected quantity into the Quantity Received field. Click **None** to automatically enter **0** into the Quantity Received field.
26. The Report field generates a Transfer report and displays it in the report window on your screen. For more information about the Transfer report, see "Printing a transfer report" on page 84. Click the button.
27. The Inventory Information field opens the Inventory Information window. The window contains information about the item in the line of the transfer that you have highlighted. The item in the highlighted line must be inventory controlled. For more information about the Inventory Information window, see "Viewing inventory information" on page 86. Click the button.
28. The Complete field completes the transfer. You cannot modify a transfer after you complete it. The transfer's status becomes complete. For information about completing a transfer, see "Completing a transfer" on page 84. Click the button.
29. The Void field voids the completed transfer. You cannot void a transfer until you have completed it. For information about voiding a transfer, see "Voiding a transfer" on page 84. Click the button.
30. Click **Save**, and then click **Exit**.

Transferring inventory in and out by the case

You can use the transfer by case function to record the receipt of items in your store that are shipped in cases only.

When you create a new transfer it has a status of pending. For information about completing a transfer by case, see "Completing a transfer" on page 84.

In the following steps, you must enter information into the Inventory Transfer by Case window.

Items that you receive into your store, or ship from your store through a transfer by case are not added to or deleted from your on-hand inventory. You must perform an inventory adjustment to have the Store Manager reflect the movement of these items. For information about performing an inventory adjustment, see "Adjusting the on-hand inventory quantities" on page 94.

To create a transfer:

1. On the Main Menu, click **Inventory**.

2. Click **Store Transfer**.
3. Click the **Transfer In By Case** tab or the **Transfer Out By Case** tab.
4. Click **New**.
5. The Txn. Num field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is used for purchase orders, receiving transactions, transfers, and inventory count PLU lists. No action required. Store Manager automatically completes this field with a number after you save the transfer.
6. The Doc Number field defines the unique number that identifies the transfer. You can modify the document number if you click **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. Store Manager automatically completes this field, but you can edit the information in it. Type a number into the field.
7. The Status field indicates the current status of the transfer.
   - Pending: The transfer has not been completed and can be modified.
   - Complete: The transfer is complete and cannot be modified.
   - Void: The transfer has been completed and then voided.
   - No action required. Store Manager automatically completes this field.
8. The Origin field indicates if the transfer is based on an electronic document from your head office, or if it is manual. No action required. Store Manager automatically completes this field.
9. The Transfer Date field defines the date the inventory transaction is created. The transaction date does not need to be the same as the order date. No action required. Store Manager completes this field with the system date of the computer the Store Manager is running on.
10. The Ship Via field defines how the items are shipped to or from your store. You can define the selection of ship via types that appear in this drop-down list in the Code Table Maintenance window.If you click **Ship Via Required** in the Inventory Parameters Maintenance window, you must complete this drop-down list. Click the drop-down list and select a ship via type from the list.
11. The Carton Count field defines the number of cases included in this transfer. Type a number into the field.
12. The Vendor field defines the vendor of the items included in the transfer. You must complete this drop-down list before you can add items to the transfer. Click the drop-down list and select a vendor from the list.
13. The To/From Store field defines the store from/to which the items are being transferred. You must complete this drop-down list before you can save or complete the transfer.The selection of stores that appears in this drop-down list comes from the Stores table. Click the drop-down list and select a store from the list.
14. The Hash Qty field defines the total number of cases that the store expects to ship or receive in this transfer. Type a number into the field.
15. The Reason Code field defines the reason the transfer of items is being performed. You can define the selection of reasons that appears in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a reason from the list.
16. The Note field defines any notes regarding the transfer. Type an alphanumeric string, up to 40 characters long, into the field.
17. The Case Number field defines the unique number that identifies the case of items being transferred. Type a number into the field.
18. The Quantity field defines the number of cases that have the case number you enter into the Case Number field in this window. Type a number into the field.
19. The Short/Over field indicates whether there is a discrepancy between the actual quantity of cases shipped or received and the quantity expected. Type a number into the field.

20. The Receive All/None field determines the default number that the Store Manager enters into the Quantity Received field in this window. You can change the value from the default entry made by the Store Manager. The field is only available if you click **Allow Receive All for Receiving and Transfers** in the Inventory Parameters Maintenance window. Click **All** to automatically enter the expected quantity into the Quantity Received field. Click **None** to automatically enter **0** into the Quantity Received field.
21. The Report field generates a Transfer report and displays it in the report window on your screen. For more information about the Transfer report, see "Printing a transfer report" below. Click the button.
22. The Inventory Information field is not available in the Store Transfer by Case window.
23. The Complete field completes the transfer. You cannot modify a transfer after you complete it. The transfer's status becomes complete. For information about completing a transfer, see "Completing a transfer" below.Click the button.
24. The Void field voids the completed transfer. You cannot void a transfer until you have completed it. For information about voiding a transfer, see "Voiding a transfer" on page 84. Click the button.
25. Click **Save**, and then click **Exit**.

Completing a transfer

An inventory transfer has a status of pending until you complete it. You cannot modify a transfer after you complete it.

To complete a transfer:

1. Create a new transfer or open a pending transfer.
2. Click **Complete**. A dialog box appears, prompting you to confirm if you want to complete the transfer.
3. Click **OK**. The dialog box closes. The transfer's status changes to complete.

Printing a transfer report

You can print a transfer report containing the information from the transfer displayed in the Inventory Transfer by PLU window or the Inventory Transfer by Case window.

The Transfer report is linked to the report template designer. You can use the report template designer to alter the appearance and layout of the Transfer report.

To print a Transfer report:

1. Create a new transfer or open a pending transfer.
2. Click **Report**. The Transfer report is displayed in the report window.
3. Click **Print**. A dialog box appears, prompting you to confirm the printing.
4. Click **OK**. Store Manager prints the report on the printer defined as the default printer, and the report remains displayed on your screen in the report window.

Voiding a transfer

You can void a transfer if it has a status of complete. A voided transfer remains visible in the Store Transfer Selection window. You can open it to see the information in it, but you cannot modify it.

To void a transfer transaction:

1. Create a new transfer or open a pending transaction.
2. Click **Void**. A dialog box appears, prompting you to confirm you want to void the transfer.
3. Click **OK**. The transfer is voided.

Viewing inventory information

You can review detailed inventory information about the items in your store using the Inventory Information and Inventory History windows.

To review an item's information, the item must be inventory controlled. You can mark an item as inventory controlled by clicking **Inventory Control** in the PLU Maintenance window, and you can enter the initial on-hand inventory information for the item in the Inventory Control tab of the PLU Maintenance window.

To open the Inventory Information window:

1. Click **Inventory Information** on any of the following windows:
   - PLU Maintenance window
   - Purchase Order window
   - Receiving window
   - Store Transfer by PLU window
   - Inventory Adjustment window
   - Physical Inventory Maintenance window

This Inventory Information window displays.

2. The following list describes the fields used to set the inventory information in the Inventory Information window:
   - PLU — This field contains the item's PLU number. The adjacent field describes the item associated with the PLU number. You can define the item's description when you define its PLU.
   - Ordering Number — This field contains a unique number that is used to track the item during inventory transactions. You define the order number in the Ordering No. field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager completes this field.
   - Department — This field contains the ID number of the department to which the item belongs. The adjacent field describes the group in which the item belongs. You can define the item's department in the Dept Number drop-down list in the PLU Page 1 tab of the PLU Maintenance window.
   - Retail Price — This field contains the item's retail price. You can define the item's retail price in the Retail Price field in the PLU Page 1 tab of the PLU Maintenance window.
   - Use Dept Settings — This field indicates whether item or department settings are used for determining the item's prices. You can define whether the Store Manager uses item or department settings using the Use Department in the PLU Page 1 tab of the PLU Maintenance window.
   - Sugg. Retail Price — This field contains the item's suggested retail price. You can define the suggested retail price in the Sugg. Price field in the PLU Page 1 tab of the PLU Maintenance window.
   - Package Qty — This field indicates how many of the item are in a package. You can define the package size in the Package Qty field in the PLU Page 1 tab of the PLU Maintenance window.
   - Cost — This field contains the item's cost. You can define the item's cost in the Default Cost field in the PLU Page 1 tab of the PLU Maintenance window.

- User Flags 1-6 — These fields indicate the user flags to which the item belongs. You can assign the item to user flags using the User Flags 1-6 drop-down lists in the PLU Page 2 tab of the PLU Maintenance window.
- Vendor — This field contains the ID number of the item's vendor. The adjacent field contains the name of the item's vendor. You can define the product's vendor using the Vendor ID field in the Vendor/SKU tab of the PLU Maintenance window. You can define the product's vendor using the Vendor ID field in the Vendor/SKU tab of the PLU Maintenance window.
- Include in Suggested Orders — This field indicates whether the on-hand quantities of this item are selected when the Store Manager generates a suggested order. You can define whether the Store Manager includes the item in suggested orders clicking **Include in Suggested Orders** in the Inventory Control tab of the PLU Maintenance window.
- Min Stock Qty — This field contains the minimum on-hand quantity of the item. The minimum stock amount is used to generate a suggested order. You can define the minimum stock on-hand for the item using the Minimum Stock on Hand field in the Inventory Control tab of the PLU Maintenance window.
- Max Stock Qty — This field contains the maximum on-hand quantity of the item. The maximum stock amount is used to generate a suggested order. You can define the maximum stock on-hand for the item using the Maximum Stock on Hand field in the Inventory Control tab of the PLU Maintenance window.
- Quantity On Hand — This field contains the current on-hand quantity of the item in your store. Store Manager maintains a perpetual count of the item's on-hand quantity, including sales, receiving, and transfers.
- Qty Preissued — This field contains the quantity of the item that is currently reflected on pending purchase orders. Store Manager maintains this value automatically.
- Qty On Order — This field contains the quantity of the item that is currently reflected on issued purchase orders. Store Manager maintains this value automatically.
- Last Sold Date — This field contains the most recent date on which the item was sold. Store Manager maintains this value automatically.
- Last Returned Date — This field contains the most recent date on which a customer returned the item to the store. Store Manager maintains this value automatically.
- Last Ordered Date — This field contains the most recent date on which your store issued a purchase order containing this item. Store Manager maintains this value automatically.
- Last Rcvd Date — This field contains the most recent date that you received the item in your store. Store Manager maintains this value automatically.
- Last Vendor ID — This field contains the ID number of the vendor that most recently supplied the item to your store. Store Manager maintains this value automatically.
- Last Cost — This field contains the amount the vendor charges the store for the item. You can define the cost to the store using the Cost field in the Vendor/SKU tab of the PLU Maintenance window.

3. List of Orders — This field generates the List of Orders report. The List of Orders report provides information about purchase orders and receiving transactions. The List of Orders report is linked to the report template designer. You can use the report template designer to alter the appearance and layout of the List of Orders report. For information about the template designer, see "Working with designed reports" on page 155. Click the button.
4. **Inventory History** — This button opens the Inventory History Information window.
5. **Report** — To generate a report for this item, click Report.

To open the Inventory Information window:

1. Click **Inventory Information** on any of the following windows:
   - PLU Maintenance window
   - Purchase Order window
   - Receiving window
   - Store Transfer by PLU window
   - Inventory Adjustment window
   - Physical Inventory Maintenance window

To open the Inventory History window:

1. Click **History** on the Inventory Information window.
2. You can review the item's historical inventory information in this window, but you cannot edit the information.
3. The following list describes the headings in the Inventory History information window:

- Period — This field contains the date at the start of the period and the end period. You can define the type of time period the Store Manager uses to organize the historical information using the Period Type drop-down list in the Inventory Parameter Maintenance Window.
- Quantity Sold — This field contains the total quantity of the item that the store sold during the period. Store Manager automatically maintains this value.
- Quantity Returned — This field contains the total quantity of the item that customers returned to the store. Store Manager automatically maintains this value.
- Quantity Adjusted — This field contains the quantity of the item involved in manual on-hand inventory adjustments you made during the period. Store Manager automatically maintains this value.
- In Stock Quantity Closing — This field contains the on-hand quantity of the item at the period end date. Click on the **Closing** button to display the closing quantity. Store Manager automatically maintains this value.
- In Stock Quantity Minimum — This field contains the lowest on-hand quantity of the item during the period. Click on the **Minimum** button to display the minimum quantity. Store Manager automatically maintains this value.
- In Stock Quantity Maximum — This field contains the highest on-hand quantity of the item during the period. Click on the **Maximum** button to display the maximum quantity. Store Manager automatically maintains this value.
- Quantity Ordered — This field contains the quantity of the item that was reflected on purchase orders you issued during the period. Store Manager automatically maintains this value.
- Quantity Received — This field contains the quantity of the item that was received into the store during the period. Store Manager automatically maintains this value.
- Transfer In — This field shows the number of items that were transferred into the store from another store.
- Transfer Out — This field shows the number of items that were transferred out of the store to another store.
- Net Sales Total — This field contains the total net sales amount for this item.
- Received Cost — This field shows the cost of the items received into inventory.

Uploading inventory information to the corporate office

Knowing the inventory levels of the stores in your chain allows your corporate or head office to make better buying decisions for your overall organization. You can send your head office a snapshot of the inventory levels in your store at a specified time using the Inventory Upload feature. This feature works by allowing you to define a triggering date on which an inventory upload file is created. This file is activated at the end of the defined day at store closing. Information in the upload file provides your head office with an up-to-the-minute overview of the inventory levels in your store.

To be fully configured, this feature requires the following additional configurations outside the Store Manager application:

- Configure the Upload Trigger file — See the Download File Formats section of the Technical Reference Guide.
- Configure a generic inventory file — See the TLog Data Capture Formats section of the Technical Reference Guide.
- Ensure that the 'Period Type' option in Configurator is set to Daily (Transactions > Inventory > General Parameters > General tab). Any other setting will not support the upload feature.

Upon configuration, the inventory upload feature is launched in Store Manager.

Note: It is not recommended that you run this function while the store is open as it may use considerable processing resources to produce the upload file.

To launch an upload of inventory information to the head office:

1. On the Main Menu, click **Administration**.
2. Click **Export File**. The Export File Menu window appears.
3. Click **Upload**.
4. Enter the information required to launch the upload process:
   - From Date — Enter the first date for the inventory report.
   - To Date — Enter the last date for the inventory report.
   - Identifier — Enter an identifier for the inventory report. The length of the identifier field must not exceed 4 characters. This value and the store number produce a sequence number to identify the inventory report.
   - File Location — The drive and directory path of output file. This information is optional. If not specified, the default directory is the Xpress Server upload directory.
5. Click **Upload**. The process begins. A window showing the process elapsed time is displayed.

Performing a physical inventory count

You can use the Store Manager to print count sheets that can help you perform inventory counts.

Once you complete an inventory count, you can compare the actual quantities to the on-hand quantities in the Store Manager and perform manual adjustments to on-hand quantities as necessary. For information about adjusting on-hand quantities after a count, see "Adjusting the on-hand quantities after a count" on page 92.

Printing a count sheet

An inventory count sheet is a list of PLUs, descriptions, and blank fields. The store staff can use the sheets to record the quantity of each item as they perform inventory counts. You can enter criteria to determine the PLUs that are included on the count sheet. The count sheets do not include the expected on-hand quantity of the items.

To generate a count sheet:

1. On the Main Menu, click **Inventory**.
2. Click **Count Sheet**.
3. Enter the criteria for the count sheet into the fields. Different data entry fields appear depending on the product group parameter selected.
   - Product Hierarchy
   - PLU Range
   - Primary Vendor
   - User Flag 1
   - Shelf Location Range — If you have set parameters to display the shelf location on the count sheet in the Configurator (Transactions > Inventory > General Parameters > Physical Inventory/Adjustment) you can provide the shelf location range here.
4. Click **Generate Sheet**. The Inventory Count Sheet is generated and displayed on your screen.
5. Click **Print**. Store Manager prints the count sheet on the printer defined as the default printer.

   Parameters which control display of the On Hand Inventory count and Shelf Location are set in the Configurator (Transactions > Inventory > General Parameters > Physical Inventory/ Adjustment). If the parameters are not set, these headings will not be displayed.

   The following is an example of the Inventory Count Sheet showing the Shelf Location. You can click 'Shelf Location' header to sort the inventory items by shelf location (then by PLU).

   For information on maintaining the shelf location codes, see "Maintaining inventory shelf location codes" on page 90.

   The following is an example of the Inventory Count Sheet showing the Quantity On Hand for a PLU item.

Tip: To enter new criteria for the count sheet, click **Search Mode** on the count sheet. You return to the Count Sheet window.

Maintaining inventory shelf location codes

This feature allows you to define the shelf location codes for the Inventory Count Sheet.

To maintain the inventory shelf location codes:

1. On the Main Menu, click **Inventory**.
2. Click **Shelf Location Maintenance**. The Shelf Location Maintenance window appears.
3. Enter the required shelf location codes for each PLU item. Location codes can have a maximum of six digits.
4. Click **Save** and then click **Exit**.

Adjusting on-hand inventory quantities

You can perform manual adjustments of the on-hand quantities of items to correct discrepancies found as the result of inventory counts, or to account for items shipped or received into the store by the case.

Store Manager has two windows where you can adjust inventory quantities:

- Physical Inventory Maintenance: Used after you perform an inventory count.
- Inventory Adjustment: Used to adjust inventory quantities at any time.

Adjusting the on-hand quantities after a count

After you generate a count sheet and use it to perform an inventory count, you can use the Physical Inventory Maintenance window to check the actual counts against the Store Manager's on-hand quantities. You can adjust the on-hand quantities in the Store Manager to match the actual quantities in your store, if required.

For each inventory count you perform, you can create and save a list of PLUs. You create inventory count PLU lists using the Physical Inventory Define window. You can open each PLU list and adjust on-hand quantities in the Physical Inventory Maintenance window.

Creating an inventory count PLU list

If you use a count sheet to help you with your inventory, you can choose the same criteria in the Physical Inventory Define window so that the PLU list matches the items you counted.

Once you create a PLU list, you can open it and adjust the on-hand quantities of the items in it. For information about making the adjustment to on-hand inventories, see "Entering new on-hand quantities" on page 92.

In the following steps, you must enter information into the Physical Inventory Define window.

To create a PLU list:

1. On the Main Menu, click **Inventory**.
2. Click **Physical Inventory**.
3. Click **New**.
4. Enter the criteria for the PLU list into the fields.
5. Click **Generate Sheet**. The Physical Inventory Maintenance window displays the PLU list.
6. Click **Save**.

Entering new on-hand quantities

Once you create a PLU list, you can open it and adjust the on-hand quantities of the items in it. For information about creating a PLU list, see "Creating an inventory count PLU list" on page 92.

The Physical Inventory Maintenance window displays the expected on-hand quantities of each item in the PLU list. You can compare these amounts to the actual amount you count in your store. The on-hand quantities in the Store Manager are not updated until you complete the adjustment transaction.

To enter new on-hand quantities:

1. On the Main Menu, click **Inventory**.
2. Click **Physical Inventory**.
3. Click **Display All**. All of the count PLU lists appear.
4. Click the list you want to open, and then click **Open**. The Physical Inventory Maintenance window appears with the PLU list displayed.

Tip: You can add items to the PLU list after it has been generated by clicking New in the Physical Inventory Maintenance window.

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5. Complete the following fields, where appropriate:
   - The Txn Number field defines the unique number that identifies the inventory transaction. The inventory transaction number sequence is also used for purchase orders, receiving transactions, and transfers. No action required. Store Manager automatically completes this field when you click **Save**.
   - The Status field indicates the current status of the transaction. No action required. Store Manager automatically completes this field.
   - The Txn. Date field defines the date the inventory transaction is created. The transaction date can differ from the inventory date. No action required. Store Manager completes this field with the computer's system date on which the Store Manager is running.
   - The Doc. Number field defines the unique number that identifies the transaction. You can modify the document number if you click **Modify PO/Doc Number** in the Inventory Parameters Maintenance window. Store Manager automatically completes this field, but you can edit the information in it. Type a number into the field.
   - The Inv. Bucket field shows the bucket in which the inventory item is assigned to. No action required. Store Manager completes this field.
   - The Reason field defines the reason the inventory count is being performed. You must complete this drop-down list if you click **Physical Inventory Reason Required** in the Inventory Parameters Maintenance window. You can define the selection of reasons that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a reason from the list.
   - The Department field defines the department to which the items in the list belong. The department field is not related to the Department table that you define as part of the product hierarchy. Type an alphanumeric string, up to 14 characters long, into the field.
   - The Location field defines the location of the items in the store. You can define the selection of locations that appear in this drop-down list in the Code Table Maintenance window. Click the drop-down list and select a location from the list.
   - The Inv. Date field defines the inventory count date. Store Manager automatically completes this field, but you can edit the information in it. Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
   - The Required by field represents the date by which the physical inventory count must be completed.Click the button beside the field to open the pop-up calendar window. Click a date and click **OK**. Alternatively, type a date into the field.
   - The Note field defines any notes regarding the transaction. You can enter any information about the adjustment up to 20 characters. The information is displayed in the Inventory Adjustment Report.
   - The Origin field indicates the origin of the transaction (electronic document, manual). No action required. Store Manager automatically completes this field.

- The PLU/XREF field defines the unique number that identifies the item. Type a number into the field.
- The Description field defines the item's description. No action required. Store Manager automatically completes this field.
- The Retail Price field indicates the item's retail price. You define the retail price in the Retail Price field in the PLU Page 1 tab of the PLU Maintenance window. No action required. Store Manager automatically completes this field.
- The Qty. Actual field defines the quantity of the item you actually count in your store. Type a number into the field.
- The Qty. Current field defines the quantity of the item the Store Manager expects to be in the store. No action required. Store Manager automatically completes this field.
- The Qty. Variance field defines the difference between the quantity on-hand that the Store Manager expects, and the quantity that you actually count in your store. The variance is based on the values in the Quantity and Amount fields in this window. No action required. Store Manager automatically completes this field.
- The Extended Variance field defines the total retail price of the number of items in the variance. The amount is based on the values in the Retail and the Variance fields in this window. No action required. Store Manager completes this field.

6. To adds a blank line to the bottom of the list of selections that you can use to add a PLU to the PLU list, click **New**.
7. To view information about the item in the transaction line that you highlighted, click **Inventory Information**. The item in the highlighted line must be inventory controlled. For more information about the Inventory Information window, see "Viewing inventory information" on page 86.
8. To completes the transaction and implement the changes to the on-hand quantities of the items click **Complete.** To modify the on-hand quantity of an item after you complete the transaction, you must create a new transaction. The transaction's status is complete.
9. Click **Yes**. The on-hand inventory amounts in the Store Manager change.
10. If you want to generates the Physical Inventory Count Sheet and the Physical Inventory reports, click **Report**. The Physical Inventory Count Sheet report contains the same list of PLUs as shown in the Physical Inventory Maintenance window. You can generate the Physical Inventory report by clicking **View Physical Inventory Report** on the Report window. The Physical Inventory report contains the information displayed in the Physical Inventory Maintenance window. You can use the report template designer to alter the appearance and layout of both the reports.

Adjusting the on-hand inventory quantities

You can adjust the on-hand inventory quantities of an inventory controlled item at any time to correct a discrepancy between the actual quantity you have in your store and the on-hand quantity in the Store Manager.

You must perform a manual adjustment for items that are shipped from your store in transfers by the case, and for items that you receive into your store through receiving or transfers by the case. The items that are transferred or received by the case are not identified by PLU or vendor's SKU in the inventory transaction. Store Manager cannot reflect their movement.

An item is inventory controlled if you click (√) **Inventory Control** in the PLU Maintenance window.

Each completed adjustment transaction appears in the Inventory Adjustment Report. Store Manager tracks each adjustment transaction with a sequence number. consisting of a Tlog-generated transaction number and register number The register number always appears as '255' (for Store Manager.)

To adjust the on-hand inventory quantity of an item:

1. On the Main Menu, click **Inventory**.
2. Click **Inventory Adjustment**.
3. The Adj. Type field allows you to select the type of inventory change that you want to make. Click the drop-down list and select either **Gain**, **Loss**, or **Set Quantity**. The type of adjustment you choose determines how the Store Manager calculates the new on-hand quantity. For example, if you select "Gain" from this drop-down list, the new quantity of the item is determined by adding to the current on-hand.
4. The Reason field defines the reason you are performing the adjustment to the item's on-hand quantity. You can define the selection of reasons that appear in this drop-down list. Click the drop-down list and select a reason from the list.
5. The Note field is for information that is relevant to this item's inventory adjustment. Anything you enter is displayed on the report.
6. The Item field defines the unique number that represents the item whose inventory you want to adjust. Type a PLU number or cross reference number into the field.
7. The PLU field displays the PLU number and description of the item.
8. The Quantity field is the adjustment quantity. Type a number that represents the quantity to be added, subtracted, or moved.
9. The Quantity on Hand field contains the following:
   - The Qty Before field contains the current inventory amount for the item. No action required. Store Manager automatically completes this field.
   - The Qty After field contains the new inventory quantity for the item. This new quantity is determined by your selection in the Adj. Type drop-down list and the Qty Before field. No action required. Store Manager automatically completes this field.
10. To complete the adjustment, click **Complete**. The Quantity on Hand fields are automatically filled in with the appropriate quantities.
11. To view information about an item, click **Inventory Information.** The Inventory Information window. opens For more information about the Inventory Information window, see "Viewing inventory information" on page 86. Click the button.
12. Click **Save**, and then click **Exit**.

Tip: To adjust the on-hand inventory for another item immediately, click **New** in the Inventory Adjustment window.

Controlling inventory packages

The X-Reference window shown below allows you to define a cross reference as a package or a case instead of just a single item. If you sell 1 or 2 of the X-Reference items, then you are selling 1 or 2 packages.

When a cashier scans the item at the POS, the quantity will automatically display and the price will be calculated accordingly. In the example below, the cashier does not have to specify a quantity of tennis balls because the quantity is already configured for 12 per package unless the customer is purchasing more than 1 package.

To access the X-Reference window:

1. On the Main Menu, click **PLU Management**.
2. Click **PLU X-Reference**.
3. Click **New** to create a new cross reference or click **Display All** to **Open** an existing one.

To set the quantity of an item to a package or case:

1. Complete the X-Reference and PLU fields, and the Capture PLU check box. For information on cross references, see "Adding and modifying cross references" on page 40.
2. To set the number of items that make up a package, type the number in the Package Quantity field.
3. The type of package can be anything you want, for example a case, package, or bundle. To define the type of package, click the Package Type drop-down list. The type of package is configured in Code Maintenance in the Configurator and through the ID/Codes File Maintenance option in the Store Manager.
4. Click **Save**, and then click **Exit**.

About controlled inventory transport permits

Transport permits are required for controlled substances such as alcohol. If a purchase is more than a specified amount, then the shipment must be accompanied by a transport permit. To configure the parameters that initiate a printed a inventory transport permit, see "Adding and changing PLUs" on page 34

7 Store Operations

This chapter covers the following topics:

- "Opening and closing the store" on page 98
- "Managing POS terminals" on page 100
- "Employee management" on page 102
- "Payroll management" on page 107
- "Working with customer information" on page 113
- "Working with information for other stores" on page 117
- "Working with journal files" on page 119

Opening and closing the store

You can open the store or run the End of Day function to close the store in the Store Manager.

Opening the store

The store's status must be closed before you initiate the Open Store function.

To open the store:

1. On the Main Menu, click **Administration**.
2. Click **Store Administration.** The Store Administration window displays.
3. To open the store, click **Open Store**.
4. When the Open Store process is complete, click **Exit**.

Closing the store

All POS terminals must be closed before you initiate the End of Day function to close the store. If your store is open 24 hours, POS terminals can be running, but they must be closed for the current business date and re-opened under the next business date.

To close the store:

1. On the Main Menu, click **Administration**.
2. Click **Store Administration.**
3. On the Store Administration window, click **Run EOD**.
4. When the End of Day process is complete, click **Exit**.

Preparing to use Store Manager in a new store

During the installation of new store management and POS terminal software, unwanted data is collected during testing and training. Before you begin to use the software in a live environment, you must purge all of this data and clean up the system.

In the following steps you are required to perform an End of Day (Manager code 250), and a New Store Reset (Manager Code 418) on a POS terminal. More information about manager codes, and specifically Manager Codes 250 and 418, is available in the POS Xpress User Manual.

There are three major tasks that must be completed when you are preparing to open a store:

- Perform an End of Day function on a POS terminal
- Perform the New Store Reset function on a POS terminal
- Perform the Final Clean Up in the Store Manager

Before you complete any of the following steps, all the store's POS terminals must be closed. For additional information, see "Closing POS terminals" on page 100.

To clean up the system:

1. Perform the End of Day function (Manager Code 250) on a POS terminal. Refer to the POS XPress User Manual for more information about using manager codes to perform functions on a POS terminal, and for more information about Manager Code 250.

2. Perform the New Store Reset function (Manager Code 418) on every POS terminal. Refer to the POS Xpress User Manual for more information about using manager codes to perform functions on a POS terminal, and for more information about Manager Code 418.
3. Click **Clean Up** on the Administration Menu window of the Store Manager. A warning dialog box appears notifying you that totals are deleted with this function, and that the New Store Reset function must be performed.

Managing POS terminals

You can open, close and monitor a POS terminal using the Store Manager. During the POS terminal opening and closing functions, you can monitor a POS terminal status.

When you close a POS terminal, its information is transferred to the server. When you open a POS terminal, information is automatically transferred from the server to the POS terminal.

Opening and closing POS terminals

Opening POS terminals

The POS terminal status must be closed before you begin the Open Terminal function.

To open a POS terminal:

1. On the Main Menu, click **Administration**.
2. Click **Store Administration**.
3. To select terminal(s) you want to open, do one of the following:
   - click **Sel** beside each terminal you want to open
   - click **Select All**
4. Click **Open Terminal(s)**.
5. When the Open Terminal process is complete, click **Exit**.

Closing POS terminals

To close a POS terminal:

1. On the Main Menu, click **Administration**.
2. Click **Store Administration.**
3. To select terminal(s) you want to close, do one of the following:
   - click **Sel** beside each terminal you want to open
   - click **Select All**
4. Click **Close Terminal(s)**.
5. When the Close Terminal process is complete, click **Exit**.

Monitoring POS terminals

The information about the POS terminal you are monitoring, appears in the **XPS Server Message** box in the Terminal Administration window.

To monitor a POS terminal:

1. On the Main Menu, click **Administration**.
2. Click **Store Administration**. The Store Administration window appears.
3. To select terminal(s) you want to monitor, do one of the following:
   - click **Sel** beside the terminal you want to open
   - click **Select All**
4. Click **Monitor Terminal(s)**. A window appear with information about the terminal.
5. To view the latest POS terminal status, click **Refresh Status**.
6. When the Open Store process is complete, click **Exit**.

Employee management

This section provides information about employee management functions available in the Store Manager, including establishing authority levels for windows, report design and export and cash management along with adding, changing, deleting employee records or changing their access level.

Defining user authority levels

There are six levels of authority. Level zero is the lowest level; level five is the highest level. Level six is used to lock access to the window or function regardless of the user's authority. If an employee has an authority level lower than the level that you assign to a window or function, the window's button or the function is not visible to them in the menu windows.

Defining window authority levels

Use this procedure to assign authority levels to specific Store Manager windows so that only authorized employees can access them. You can define authority levels for viewing the information, and separate levels for updating the information in windows.

Note: If the Backdoor Window Security Only parameter is turned on, only the backdoor user has access to security maintenance and to view and update the information in the Worksheets Security Setup window, you must have an authority level of five. If you have an authority level less than five, the Worksheets Security Setup window is not visible in the Store Manager Parameters Setup Menu window.

To define authority levels for a window:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Worksheets Security**. The Worksheets Security Setup window appears.

Note: If a list of windows does not appear, click **Add New Windows**. You need to do this only the first time you access this window after installing a new version of Store Manager.

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3. Below Window Description, click a window.
4. In the corresponding Update Level field, select a level to define the minimum authority level required to edit information in the window.
5. In the corresponding View Level field, select a level to define the minimum authority level required to open and view information in the window.
6. Click **Save**.

Defining report design and export authority levels

Use this procedure to define the minimum authority levels required to use the functions associated with the **Design On** and **Export** buttons on the Store Manager report windows.

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Report Mgmt Security**. The Report Management Security Setup window appears.
3. Under Function Description, click Report Design, and then in the Authority Level field, select a minimum authority level required for the **Design On** button to appear.

4. Under Function Description, click Report Export, and then in the Authority Level field, select a minimum authority level required for the **Export** button to appear.
5. Click **Save**.

Defining cash management authority levels

Cash management authority levels are assigned separately from all of the other features that require a security setup. You can define view and update authority levels for each safe and each applicable transaction type. Once the setup is complete, it is exported from Store Manager, applied by the Xpress Server and then can be downloaded to the POS terminals.

Note: Each safe is configured separately in the Configurator application. You can have access to up to five safes.

To assign authority levels for cash management:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Cash Mgmt Security**. The Cash Management Security Setup window appears.
3. In the Safe field, select the safe for which you want to set authority levels.
4. Under Transaction/Option, select a transaction or option.
5. In the Update Level field, select the minimum authority level required to perform the transaction or option.
6. In the View Level field, select the minimum authority level required to view information in the corresponding window.
7. For each of the remaining transaction and option for which you are defining authority levels, repeat steps 4 through 6.
8. Click **Save**.

Maintaining employee records

This section provides information about employee management functions available in the Store Manager, including adding, changing, deleting employee records along with changing their access level.

Adding and changing employee records

Use this procedure to add Store Manager records for new employees and to make changes to existing employee file records.

Note: Before you can add employee records, you must define the selections for the Employee Type, Employee Status, and State/Province drop-down lists on the Employee Maintenance window. For more information, see "Maintaining drop-down lists" on page 16

To add or change an employee record:

1. On the Main Menu window, click **Administration**.
2. Click **Employee Maintenance**. The Employee Selection window appears listing all employees who have this store set as their home store, or who may be borrowed from other stores.

Note: The **Home/Borrowed** option can be set in the Employee Maintenance section of the Configurator application. Additionally, in order to display only employees affiliated with your store in the Employee Selection window, you will need to set the **Show Only Employees For This Store** parameter to **Yes** in the Backoffice parameters section of the Code Maintenance section in the Configurator.

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3. To maintain an employee, do one of the following:
   - To add a new employee file record, click **New**.
   - To change an existing employee file record, click **Display All**, select the record, and then click **Open**. The Employee window appears.
4. In the **Employee ID** field, type up six characters that uniquely identify the employee in Store Manager.
5. In the **First Name** and **Last Name** fields, type the name of the employee.
6. Complete the following details to identify the employee:
   - **Address**: Type up to 30 characters of the employee's street and unit address.
   - **City**: Type the city in which the employee resides.
   - **Region Number**: Type a number that defines the location of the store in which the employee works.
   - **State/Province**: Select the state or province in which the employee resides.
   - **Zip/Postal Code**: Type the employee's zip code or postal code.
   - **Phone Number**: Type the employee's home telephone phone number. The brackets around the area code and the hyphen between the third and fourth numbers are completed automatically.
   - **SSN/SIN**: Type the employee's Social Security Number or Social Insurance Number.
7. Complete the following information about the employee:
   - **Employee Type**: Select the employee's type of employment, for example Full-time or Part-time.

- **Salesperson Num**: If the employee is a salesperson, type an identification number that can be used to generate sales reports and calculate commissions by salesperson.
- **Employee Status**: Select the employee's employment status, e.g., Permanent or Temporary.
- **Commission %**: If the employee receives commission, type a percentage amount.
- **Employee Disc.%**: If the employee receives a percentage discount amount that is different than the default amount for an employee sale, type the percentage discount amount.
- **Price Level**: Type the PLU price level that the employee qualifies for in an employee sale.
- **Force Preset Empl. Discount**: Do one of the following:
  - To fix the employee discount % and not allow anyone to override it, click **Force Preset Empl. Discount**.
  - To allow designated personnel to override the employee discount % on an employee, leave **Force Preset Empl. Discount** blank.
- **Language**: In the drop-down list, choose a language in which to display interface text to the employee. The choices presented are based on installed additional languages. This language is available to the employee when they sign on to the Store Manager application.
- **Alternate Language**: When this option is activated, the employee will be able to pick an alternate language than the one that has been set for them. The options available are based on installed additional languages.

Note: Customer receipts, customer display, journal, signature capture display, TLOG data, and database data are always displayed in the language of the store as well as any input the cashier makes at the POS.

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8. If the employee is a cashier, in the **Cashier Number** field, type an unique number that the employee uses to log on to a POS terminal.
9. From the **Authority Level** drop-down list, select a level that can be used to define the tasks the employee can perform using POS terminals and Store Manager.
10. Complete the following password fields:
    - **Password**: Type up to six characters that the employee will use to sign on to the POS terminal and sign on to Store Manager.
    - **Verify Password**: Type the same password you typed in the Password field.
    - **New Password Required**: To require the employee to change the password at initial sign on, check this check box.
11. Beside either **Hourly Rate** or **Weekly Salary**, click the applicable radio button, and then in the corresponding field, type an amount.
12. Click **Save**.

Deleting employee records

Use this procedure to delete an employee's record from the Store Manager database.

To delete an employee record:

1. On the Main Menu window, click **Administration**.
2. Click **Employee Maintenance**.
3. On the Employee Maintenance window, click **Display All**.
4. Click the employee record you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.

5. Click **OK**.

Changing user authority levels

There are six authority levels that you can assign to an employee. Zero is the lowest level; five is the highest level. You assign an employee an authority level when you set them up in the Employee Maintenance window, and you can change the authority level later in the same window.

Note: By default, all of the Store Manager windows are restricted to employees with authority levels of one or higher. An employee with an authority level of zero is not able to access any of the windows in Store Manager.

To change a user's authority level:

1. On the Main Menu, click **Administration**.
2. Click **Employee Maintenance**. The Employee Selection Window appears.
3. Click the record for the employee whose authority levels you want to change, and then click **Open**. The Employee window appears with the employee's information
4. In the Authority Level field, select a new level from the list.
5. Click **Save**.

Payroll management

This section provides information about payroll functions available in the Store Manager, including reviewing and editing employee's clock in/out times, confirming the times as accurate, and exporting the times to a file for further payroll processing.

Configuring payroll parameters

Before you review clock in/out information and send it to your head office, you must configure the Store Manager's payroll options. The options you choose affect how time is displayed and if you must confirm the time entries as accurate before you export the file to your head office.

To configure payroll parameters:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Payroll Parameters**. The Payroll Parameters Setup window appears.
3. To allow unconfirmed clock in/out time entry information to be exported, select the **Allow Export of Unconfirmed Clock Time Entries** check box.
4. To allow all of the clock in/out entries for a week to be confirmed with the Confirm All button in the Payroll Clock In/Out Summary window, select the **Allow Confirm All for Clock Time Entries** check box. To disable the Confirm All button in the Payroll Clock In/Out Summary window, clear the **Allow Confirm All for Clock Time Entries** check box
5. In **the Round Clock Time To** box, enter a number, from 1-60. If you do not want the times rounded, enter 0. This field defines the increments of an hour an employee's actual work time is rounded up to. For example, assume an employee actually works 1 hour 20 minutes. If you type 15 into this field, the Store Manager rounds the employee's work time to 1 hour 30 minutes.
6. In **the Display Total Worked Hours Style** box, choose how hours display in the Total Worked fields in the Payroll Clock In/Out Summary window, the Payroll Clock In/Out Detail window, and on printed payroll reports.

   Note: You can define the selections that appear in this list in the Code Table Maintenance window, 'Display by Decimal' and 'Display by Hrs/Mins' are the current default displays methods. To add other display methods,

7. In the Display Worked Hours as field, enter text that appears after the hour portion of the time in the Total Worked fields in the Payroll Clock In/Out Summary window, the Payroll Clock In/Out Detail window and on printed payroll reports. For example, assume the employee worked 2 hours and 15 minutes. If you enter H into this field, the time is displayed in the Total Worked field as '2H 15 mins'.
8. In the Display Worked Minutes as field, enter the text that appears after the minute portion of the time in the Total Worked fields in the Payroll Clock In/Out Summary window, the Payroll Clock In/Out Detail window and on printed payroll reports. For example, assume the employee worked 2 hours and 15 minutes. If you enter M into this field, the time is displayed in the Total Worked field as '2 hrs 15M'.
9. In the Fiscal Week End field automatically displays the day of the week selected by your head office.
10. Click **Save**, and then click **Exit**.

Configuring payroll periods

A payroll period download parameter file, periods.asc, is applied to a table in the Store Manager SQL database. This file consists of the following:

- Period type
- Period ID
- Description
- Start date
- End date

Each row in the periods.asc file represents a separate payroll period.

To configure a payroll period:

1. On the Main Menu, click **Payroll**.
2. Click **Clock In/Out Report**.
3. Click the **Payroll Period** and select an option from the adjacent drop-down list.

   or
4. Click the **User-defined Period** and select a start date and an end date from the adjacent pop-up calendars.
5. Click **Generate Report** to display the Clock In/Out Summary Report.

Preparing clock in/out information for export

Before you export clock in/out information to a file for your head office, you can review and edit the information to ensure it is accurate and complete.

If the **Allow Export of Unconfirmed Clock Time Entries** check box in the Payroll Parameters Maintenance window is clear, you also have to confirm the times. For information about defining payroll parameters, see "Configuring payroll parameters" on page 107.

You must configure the Store Manager's payroll options before you prepare or export the clock in/out information. These options determine if you must confirm clock in/out times before export, or if you can export without confirming the times. For information about configuring the options, see "Configuring payroll parameters" on page 107.

Reviewing clock in/out times

You can review an employee's clock in/out times and edit them, if necessary.

WARNING! An employee must be assigned to your store in their employee record or they do not appear in any of the clock in/out windows.

Before you complete the following steps, you must define the selections that appear in the **Reason Code** list. For more information on adding reason codes, see "Maintaining drop-down lists" on page 16.

To review an employee's clock in/out times:

1. On the Main Menu, click **Payroll**.
2. Click **Clock In/Out Adjustment**. The Payroll Clock In/Out Summary window appears containing summary information for all employees.
3. Click **Start of Week** or **End of Week** to locate the appropriate week's information.
4. Click the employee whose time you want to review in detail, and then click **Open**. The Payroll Clock In/Out Detail window appears contain clock in/out details for the employee.

Editing clock in/out entry

If the clock in/out times for this employee are not accurate, you can edit the entry in the Payroll Clock In/Out Detail window. You can edit the employee's clock in date and time, clock out date and time, and the reason the employee worked. Every employee must have clock in and clock out times for each day in the week. If an employee clocks in but does not clock out, the hours worked for that day is calculated to be 0.

Tip: The information in any of the fields you edit is displayed in red.

To edit a clock in/out entry:

1. On the Main Menu, click **Payroll**.
2. Click **Clock In/Out Adjustment**. The Payroll Clock In/Out Summary window contains summary information for all employees.

Tip: You can add a new clock in/out entry for an employee by selecting an employee in the Payroll Clock In/Out Summary window and clicking **New**.

3. Click **Start of Week** or **End of Week** to locate the appropriate week's information.
4. Click the employee whose time you want to review in detail, and then click **Open**. The Payroll Clock In/Out Detail window appears contain clock in/out details for the employee.
5. The Start of Week field contains the date of the first day of the fiscal week. You define the fiscal week end using the Fiscal Week End field in the Payroll Parameters Maintenance window. For information about the fields in the Payroll Parameters Maintenance window, see "Configuring payroll parameters" on page 107. Store Manager automatically completes this field with the date.
6. The End of Week field contains the date of the last day of the fiscal week. You define the fiscal week end using the Fiscal Week End field in the Payroll Parameters Maintenance window. For information about the fields in the Payroll Parameters Maintenance window, see "Configuring payroll parameters" on page 107. Store Manager automatically completes this field with the date.
7. Click **Calendar View** to opens the Payroll Clock In/Out Detail Calendar View window. This window displays the employee's clock in/out information in a different format. You can edit the information in the calendar view window.
8. The Employee# field contains the unique number that identifies the employee. Store Manager automatically completes this field with the employee number of the employee you select in the Payroll Clock In/Out Summary window.
9. The Last Name field contains the employee's last name. Store Manager automatically completes this field with the last name of the employee you select in the Payroll Clock In/Out Summary window.
10. The First Name field contains the employee's first name. Store Manager automatically completes this field with the first name of the employee you select in the Payroll Clock In/Out Summary window.

11. The Clock In field defines the date and time the employee clocked in. There is one entry in this field for each time the employee clocks in. Store Manager automatically completes this field, but you can edit the information in it.
    To edit the information, do one of the following:
    - Click the button beside the field to open the Select Date window. Click a date and click **OK**.
    - Type a date into the field. Click in the field after the date, and type a new time (24 hour clock) using the following format: HH:MM:SS.
12. The Clock Out field defines the date and time the employee clocked out. There is one entry in this field for each time the employee clocks out. Store Manager automatically completes this field, but you can edit the information in it.
    To edit the information, do one of the following:
    - Click the button beside the field to open the Select Date window. Click a date and click **OK**.
    - Type a date into the field. Click in the field after the date, and type a new time (24 hour clock) using the following format: HH:MM:SS.
13. The Total Worked field contains the total hours worked for the day and for the fiscal week. Store Manager calculates the total hours worked and completes this field.
    To define how partial hours worked are interpreted in the calculation of hours worked, You set the Round Clock Time To field in the Payroll Parameters Maintenance window. For information about the fields in the Payroll Parameters Maintenance window, see "Configuring payroll parameters" on page 107.
14. Select a reason code from the Reason Code list. The field defines the reason the employee worked. To define the reasons that appear, you must add them in the Code Table Maintenance window. For more information on adding reason codes, see "Maintaining drop-down lists" on page 16.
15. Once the clock in/out time entries for the employee are correct, click **Confirm Time**. For information about confirming clock in/out entries, see "Confirming clock in/out times" on page 111.

Once you have reviewed and edited the clock in/out times, you have to export the information to a file for your head office. You may have to confirm the information before exporting it.

Confirming clock in/out times

Before you confirm the clock in/out information, you should review and edit it to make sure it is accurate and complete. For information about reviewing and editing the information, see "Reviewing clock in/out times" on page 109.

To confirm an employee's clock in/out times:

1. On the Main Menu, click **Payroll**.
2. Click **Clock In/Out Adjustment**. The Clock In/Out Summary window appears.

Tip: To confirm all timesheets at once, click **Confirm All**.
To be able to do this, you must select **Allow Confirm All for Clock Time Entries** in the Payroll Parameters Maintenance window. For information about the Payroll Parameters Maintenance window, see "Configuring payroll parameters" on page 107.

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3. Click **Start of Week** or **End of Week** to locate the appropriate week's information.
4. Click the employee whose time you want to confirm, and then click **Open**. The Payroll Clock In/Out Detail window displays the employee's information.
5. Click **Confirm Time**. The clock in/out time entries for the week are confirmed.

After you confirm the clock in/out information, you can export it to a file for your head office.

Exporting clock in/out files to head office

When you export the clock in/out information for a fiscal week, you export it to a file for your head office.

To be able to export the in/out clock file without confirming the time for each employee, you must select **Allow Export of Unconfirmed Clock Time Entries** in the Payroll Parameters Maintenance window.

You may have to confirm the clock in/out information before you export it. For information on how to confirm the information, and on determining if you have to confirm it, see "Confirming clock in/out times" on page 111.

To export the clock in/out information:

1. On the Main Menu, click **Payroll**.
2. Click **Clock In/Out Adjustment**.
3. Click **Start of Week** or **End of Week** to locate the appropriate week's information.
4. Click **Export**. The information is exported to a file.

Once you export clock in/out time information, you can review it, but you cannot edit it.

Print the Payroll Clock In/Out Summary and Detail reports

You can print the Payroll Clock In/Out Summary and Detail reports from the Store Manager's Reports Menu window. The clock in/out entries you edit are marked on the printed report with an asterisk (*). For information about printing the Payroll Clock In/Out Summary and Detail reports, see see "Clock In/Clock Out report" on page 173.

Working with customer information

You can gather customer information at the POS terminal by prompting cashiers to enter information like customer names, addresses, and phone numbers. Your head office can use the Configurator application to define the customer information cashiers can enter or view at the POS terminal.

You can use Store Manager to record additional demographic information about your customers, along with information about their buying habits. Store Manager also enables you to work information for customer loyalty program and customer discounts.

Regardless of where the customer information is entered, it can be viewed both at the POS terminal and in the Store Manager.

Adding customer records

Use this procedure to enter the minimum information required to add a new customer record.

To add a new customer record:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The Customer Selection window appears with a list of currently defined customers.
4. Click **New**. The Customer Maintenance window appears.
5. In the Customer # field, type up to 14 digits to identify the customer.
6. In the Last Name and First Name fields, type the customer's name.
7. In the Title field, select a title for the customer.
8. Click **Save**, and then click **Exit**.

For information about working with additional information for the customer, refer to the following sections:

- To record demographic information about a customer, see "Recording customer demographic information" on page 114.
- To complete information about the customer's loyalty points, see "Working with customer loyalty programs and points" on page 115.
- To complete additional information about the customer, see "Recording extended customer information" on page 116
- To view information about the customer's discounts, see "Viewing customer discounts" on page 115.

Recording customer demographic information

Once you have added a customer record, you can use this procedure to record demographic information about the customer.

To record demographic information:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The current list of customers appears.
4. Select a customer and click **Open**. The Customer Maintenance window appears, with the Demographic tab selected.
5. Complete the following customer identification fields:
   - Middle Name: Type the customer's middle name.
   - Gender: Select the customer's gender.
   - Birthdate: Type, or use the calendar button to select, the customer's date of birth.
6. Complete the following address information:
   - Address 1 and Address 2: Type the customer's street address.
   - City: Type the name of the city in which the customer resides.
   - State/Province: Select the state or province in which the customer resides.
   - Zip/Postal: Type the customer's zip code or postal code.
   - Country: Type the name of the customer's country of residence.
   - Phone #1 and Phone #2: Type the customer's primary and alternate telephone numbers. The brackets around the area code and the hyphen between the third and fourth numbers are completed automatically.
7. In the Type field, select a customer type.
8. In the Status field, select a customer status.
9. In the Reference #1 and Reference #2 fields, type the customer's reference information.
10. Click **Save**.

Working with customer loyalty programs and points

Use these procedures to add a customer's loyalty program information defined by your head office, and to view a customer's points either available, awarded or redeemed.

Adding customer loyalty program information

To add loyalty program information:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The current list of customers appears.
4. Select the customer and click **Open**. The Customer Maintenance window appears.
5. Click the Loyalty Points tab.

Note: If there is an existing loyalty program, the customer's program information and points display.

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6. In the Price Level field, type the number associated with the customer's price level.
7. In the Secondary Level field, type the number associated with the customer's secondary price level.
8. In the Automatic Discount # field, type the number associated with the customer's automatic discount status.
9. Click **Save**.

Viewing customer discounts

Use this procedure to view details of a customer's discounts.

To view customer discount information:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The current list of customers appears.
4. Select the customer and click **Open**. The Customer Maintenance window appears.
5. Click the Discounts tab. The Discount tab appears.

Recording extended customer information

Customer information in the extended fields is stored in the database and can be exported to an ASCII file for use by a third-party application.

Note: For more information, see "Working with extended fields" on page 17.

Recording extended customer information

Use this procedure to record additional information for a customer using extended fields.

To record extended customer information:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customer**. The Customer Menu appears.
3. Click **Customers**. The current list of customers appears.
4. Select the customer whose loyalty program points you want to view, and then click **Open**. The Customer Maintenance window appears.
5. Click the **Extended Fields** button. The Extended Customer Fields window appears.
6. Beside the Extended Field for which you want to record the customer's information, click in the Value field.
7. Do one of the following:
   - If the field does not contain a drop-down button, type the customer's information.
   - If the field contains a drop-down button, select an option from the list.
   - If an option matching the customer's information is not listed, follow the procedure for "Adding and changing extended field options" on page 17, and then return to the Extended Customer Fields window, and select the option you just added.
8. Click **Save**.

Deleting customer records

If you delete a customer's record it is no longer available at the POS terminal or for any reports that access the customer table. The next time a cashier is prompted for the customer's information, they will have to re-enter it.

To delete a customer record:

1. On the Main Menu, click **File Maintenance**.
2. Click **Customers**.
3. Click the customer record you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Working with information for other stores

Use these procedures to add, view, and maintain information about other stores in your organization.

Adding and changing store records

To add or change a store record:

1. On the Main Menu, click **File Maintenance**.
2. Click **Stores**. The current list of stores appears.
3. Do one of the following:
   - To add a new store record, click **New**.
   - To change a store record, select the store, and then click **Open**. The Store window appears displaying the store information.
4. Complete the store identification information as follows:
   - Store Number: Type up to four digits to identify the store in Store Manager.
   - Store Name: Type the name of store.
   - Address: Type the stores street address.
   - City: Type the name of the city in which the store is located.
   - District Number: Type a number to indicate the district in which the store is located.
   - State/Province: Select the state or province in which the store is located.
   - Zip/Postal: Type the store's zip code or postal code.
5. In the Contact 1 and Contact 2 fields, type the names of the store's first and second contacts.
6. In the Account Number field, type the store's account number.
7. In the Phone and Fax fields, type the store's telephone and fax numbers. The brackets around the area code and the hyphen between the third and fourth numbers are completed automatically.
8. In the Email Address field, type the store's email address.
9. In the Web Site field, type the address of the store's web site.
10. When the store record is complete, click **Save**.

Viewing store information

To view information for another store:

1. On the Main Menu, click **File Maintenance**.
2. Click **Stores**. The current list of stores appears.
3. Click the store whose information you want to view, and then click **Open**. The Store window appears with the store's information.
4. When you are finished viewing the information, click **Exit**.

Deleting store records

To delete the record for another store:

1. On the Main Menu, click **File Maintenance**.
2. Click **Stores**. The current list of defined stores appears.

3. Click the store you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Working with journal files

All transactions performed at a POS terminal are captured electronically in journal files. You can open the journal files and view each transaction using the Electronic Journal Viewer. Viewing the journal electronically allows you to use search functions to find specific transactions, and eliminates bulky paper journals.

Setting up the electronic journal

You must set up the path information where the electronic journal is saved before you can view journal files using the Electronic Journal Viewer.

Note: The Electronic Journal Viewer can also be run stand-alone at your head office.

To set up the electronic journal:

1. On the Main Menu, click **Administration**.
2. Click **Electronic Journal**. The Journal Search window appears.
3. Click **Setup**. The Electronic Journal Setup window appears.
4. Type the name and path of the compressed, archived, journals files in the Journal Dir field.
5. Type the name and path of the current day's journal files in the Current Day Dir field.
6. To define the location of the previous day's journal files, type the name and path of the polling directory in the Polling Dir field.
7. To define the text that replaces a signature in the transactions stored in the journal files, type an alphanumeric string, up to 60 characters long, into the Sigstring field. Signatures are captured using signature capture devices at the POS terminal.
8. Type the number of minutes that represents the frequency with which the system looks for journal files in the polling directory so that it can process them, in the Process Timer field. You define the polling directory in the Polling Directory field in this window. If you do not want the system to automatically look for journal files, type a zero (0) in this field.

   Note: The Min space req field is not activated in the Store Manager.

9. Click **Save**, and then click **Close**.

Selecting a journal

Before you can view the transactions in the Electronic Journal Viewer, you must update and open a journal file.

Updating the Electronic Journal Viewer

Updating the viewer makes new journal files visible in the Journal Search window so you can select them. One journal file for each occurrence of the Open Terminal function is located in the folder you specified in the **Current Day Dir** field in the Electronic Journal Setup window. You must update the viewer every time a new journal is added to the Journal Search window.

The update process requires you to run an external application (**ejp.exe**) from Microsoft Windows Explorer. You cannot run the program from within the Store Manager unless you set it up as a third-party application.

Tip: It is recommended that your head office set the ejp.exe to run automatically every night, this would make this manual procedure unnecessary.

For information about setting up and running third-party applications, see "Incorporating third-party applications" on page 18.

You do not have to close the Store Manager to update the journal viewer, but you should close the Electronic Journal Viewer. The following procedure describes the update process that is based on running the application using Windows Explorer, and having the external application in the default location. If the file is not in the default location, you can use the Windows Explorer Find utility to locate it.

Once you have updated the viewer, you can select and open the new journal file. For information about selecting and opening a journal file, see "Opening a journal file" on page 120.

To update the Electronic Journal Viewer:

1. Open Microsoft Windows explorer. Open the Program Files\Sales Journal viewer folder.
2. Double-click **ejp.exe**. The EJProcessor application is launched and begins processing automatically.
3. When processing is finished, click **Close**.

Opening a journal file

You can open a journal file if it is visible in the Journal Search window. For a journal to be visible in the Journal Search window, the directories you specify in the Journal Setup window must contain the appropriate journal files.

You must update the Electronic Journal Viewer each time a new journal file is added to the search window. For information about updating the viewer, see "Updating the Electronic Journal Viewer" on page 119.

To select and open a journal file:

1. On the Main Menu, click **Administration**.
2. Click **Electronic Journal**. The search window contains entries for each of the journal files in the folder you defined in the **Current Day Dir** field in the Electronic Journal Setup window.
3. Select the journal you want to open and click **Open**. The Journal Search window closes, and the journal file's first transaction displays in the Electronic Journal Viewer.

Tip: The "**Line n of nnn**" message in the top right corner of the Electronic Journal Viewer's window tells you the approximate location of the visible transaction in the journal file. For example, "Line 1 of 599" indicates that the transaction is at the beginning of the journal file.

Searching for transactions in a journal

Once you have opened a journal file, you can view and print the transactions in it. You can scroll through all the transactions in the file, one at a time, or enter search criteria and search for specific transactions.

To view transactions:

1. In the middle of the Electronic Journal Viewer, click and drag the scrolling bar to the top of the window to display the first transaction in the journal.
2. Use the **Search** fields on the right side of the viewer's window to define the criteria for the search.

   Note: The viewer searches the journal file up to the beginning of the file, or down to the end of the file from the transaction currently displayed in the viewer, and stops. If the viewer searches down from a transaction in the middle of the file to the end, it will not automatically resume searching from the beginning of the file to the middle.

3. Click the arrow buttons on the scroll bar to scroll from transaction to transaction.

   Tip: You can narrow down your search by selecting more than one search criteria. The viewer searches for transactions that match all of the criteria.

To perform a journal search:

4. Under Search Direction, choose one of the following, to search:
   - from the current transaction to the first transaction, click **Up**.
   - from the current transaction to the last transaction, click **Down**.
5. Under Search Method, you can refine the search:
   - To include spaces, click **Include Spaces**. The search looks for an exact match including the spaces in the text you type in the **Search for Text** field.
   - To exclude spaces, click **Exclude Spaces**.
6. Under Search Criteria, choose one of the following, to search:
   - by transactions date, click **Date**.
     Click the adjacent drop-down list and select an option from the list. Click the field adjacent to the drop-down list and choose a date from the calendar pop-up window.
   - by transactions time, click **Time**.
     Click the adjacent drop-down list and select an option from the list. Type the time, using the 24 hour clock, in the field adjacent to the drop-down list.
   - by the cashier, click **Cashier Number**.
     Click the adjacent drop-down list and select an option from the list. Type the cashier number in the field adjacent to the drop-down list.
   - by transactions numbers, click **Transaction Number**.
     Click the adjacent drop-down list and choose an option from the list. Type the transaction number in the field adjacent to the drop-down list.
   - by transactions that contain captured signatures. click **Signature Present for the Transaction**.
7. To specify the text that must be present in the transaction for a match, type your search text in the Search for Text field.
8. To clear the search and start again, click **Clear**.

9. To begin searching, click **Search**.

To determine the transaction print method:

1. To print the entire journal file that contains the transaction that is currently displayed, click the **Whole Journal File**.
2. To print only the transaction that is currently displayed, click the **Current Transaction**.
3. To print a transaction, click **Print** on the File menu.

8 Cash Management

This section provides information about managing cash in your store. It also describes tender management functions using the safe option.

Store Manager can include tender management options that involve the store's safes, or it can include tender management options that do not involve the safes. Your head office also uses the Configurator to determine whether the safes are involved in tender management functions.

The tender management options involve the cashier's drawer and the store's safes and include pickups, balancing, transferring, and deposits. You can also track the contents and balance the store's safes.

This section covers the following topics:

- "Safe and non-safe options" on page 123
- "Performing a loan (float)" on page 124
- "Balancing a cash drawer" on page 131
- "Depositing tenders into the safe" on page 136
- "Processing a safe withdrawal (bank deposit)" on page 140
- "Safe transfers and balances" on page 142
- "Balancing the safe" on page 144
- "Viewing the contents of the safe" on page 147
- "Viewing detailed safe transactions" on page 148

Safe and non-safe options

There are two tender management configurations: safe and non-safe. Your head office uses the Configurator to determine whether your Store Manager includes the safes during tender management.

Using the safe option during tender management allows you to balance the safes, perform a bank deposit to the safes, and view the contents of the safes in addition to standard tender management functions. All of the tender management functions you perform affect the amount of the tenders in the safes. For example, if you perform a pickup of $500.00 from a cashier's drawer, the $500.00 is added to the amount in the safe. When you perform a deposit to the bank, the $500.00 is removed from the amount in the safe.

Tip: Remember that the store must be open to handle transactions, otherwise the view only mode is enforced.

Performing a loan (float)

A loan is the amount of a tender that is removed from the store's safe and placed in a cash drawer during the day or shift so that the cashier can make change. A loan is often referred to as a float.

Your head office uses the Configurator to define the tenders that are eligible to be loaned, and which accounts are affected. For example, if loan transactions are performed on behalf of the cashier or the register.

When you complete a loan transaction, the loaned amount is automatically added to the cashier or register system amount and is removed from the safe's contents.

Entering a new loan

A new loan has a pending status until you complete it. You can modify the amounts in a pending loan transaction. Pending loan amounts are not applied to the cashier's or register's system tender totals during balancing and are not subtracted from the safe's contents. For information about completing a loan, see "Completing a loan" on page 126.

Before you complete the following steps, you must define the selections in the Reason Code drop-down list, if the Reason parameter is set to mandatory in the General Parameters.

To enter a new loan:

1. On the Main Menu, click **Cash Management**.
2. Click the safe in which the loan is to come from.

   Note: If there is only one safe, the single safe menu appears immediately. There are no safes to choose.

3. Click **POS Loan**.
4. Click **New**.

To complete the POS Loan Safe Maintenance window:

1. The Txn Num. field defines a unique number that identifies the loan transaction. This number is a counter that reflects the number of tender management transactions (for example, pickups and balances) that have been performed. This is not the transaction number that is recorded on the TLog. The number in the T-Log Num. field, in this window, is recorded as the transaction number in the TLog.

   No action is required. Store Manager automatically completes this field with the next available number when you save the loan transaction.

2. The T-Log Num. field defines the unique number that identifies the loan transaction in the TLog.

   No action is required. Store Manager automatically completes this field when you complete the loan.

3. To define the cashier or register that the tender is being loaned to, type a cashier or register number in the Register field. Your head office uses the Configurator to define whether loans are performed by the cashier or register. Note that the field name reflects the setting.
4. The Txn Status field indicates the loan transaction's status (pending, completed, deleted, or voided). No action is required. Store Manager automatically completes this field.

5. The Operator field displays the employee number of the person that processes the loan transaction. No action is required.Store Manager automatically completes this field with the employee number of the person who last dealt with the transaction.
6. The Txn Date field contains the date on which the loan transaction is created. No action is required. Store Manager automatically completes this field with the system date of the computer it is running on.
7. The Business Date field contains the current business date. Note that this date can be different than the system date.
8. If a reason is mandatory, select the reason that you are performing the loan from safe transaction, from the **Reason** drop-down list.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.
9. You can define any notes that you want to record about the loan transaction. Type an alphanumeric string, up to 40 characters in length, in the Notes field.
10. The **Tender** field contains the tenders that you can include in the loan. A tender is actually included in the loan if you enter a value in the corresponding Amount field on this window.Your head office uses the Configurator to define the tenders that are available for loan. This field contains a list of the tenders that are eligible. No action is required. Store Manager automatically completes this field with the tenders that are eligible for loan.

    To enter a loan amount for a tender, click the tender and complete the fields on the right side of this window.
11. The Amount field indicates the amounts of the tenders included in the loan. To enter a loan amount for a tender, click the tender in the Tender field, and complete the fields in the right side of this window. No action is required. Store Manager automatically completes this field with the total of the amounts you enter in the fields on the right side of the window.
12. The Total Tenders field displays the totals of the amounts in the Amount field. No action is required. Store Manager automatically completes this field.
13. The **Lump Sum/Denomination** button allows you to switch between entering the lump sum amounts or denominations. If you are entering the loan amount by denomination, the tender denominations are listed in this field.

    Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination button is disabled. Use the **Denomination** button on this window to enter amounts by denomination. Once in denomination mode, the button's label changes to lump sum.
14. To define the amount of the selected tender being removed from the safe and placed in the cash drawer, type an amount, including the decimal places, in the Lump Sum Amount field. To select a tender, click the tender in the Tender field.
15. The Total Lump Sums field displays the total of the lump sum amounts that you enter in the Lump Sum Amount field. No action is required. Store Manager automatically completes this field.

    Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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16. The Total Denominations field displays the total of the amounts that you enter in the Amount field when you enter amounts by denomination. Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination

fields are not available. Click the **Denomination** button in this window to enter amounts by denomination. No action is required. Store Manager automatically completes this field.

17. To change the loan's status to completed, click **Complete**.
18. To change the loan's status to void, click **Void**. This button is only enabled if the loan's status is completed.

Note: A loan can be voided on the same business day only.

19. Click **Save**, and then click **Exit**.

Tip: The **Amount** boxes on the left side of the window only display the amounts you enter for the loan. You cannot edit these fields directly. To enter an amount, click the tender row on the left side of the window, and enter the amount in the fields on the right side of the window.

Completing a loan

A loan has a pending status until you complete it. Completed loan amounts are added to the cashier's or register's system amounts and are subtracted from the safe's contents.

You cannot modify a completed loan, but you can void it. If you find an error in a completed loan, you must void it and create a new one. For information about voiding a loan, see "Voiding a loan" on page 127.

To complete a loan:

1. On the Main Menu, click **Cash Management**.
2. Click the chosen safe.
3. Click **POS Loan**. The pending, completed, deleted, and voided loans appear in the window.
4. Click the loan you want to complete, and then click **Open**. The POS Loan Safe Maintenance window displays the loan information.
5. Click **Complete**. The loan's status changes to completed.
6. Click **Exit**.

Modifying a loan

You can only modify a pending loan. Once you have entered the final information for a loan, you can complete it. For information about completing a loan, see "Completing a loan" on page 126.

You cannot modify a completed loan. To make a change to a completed loan, you must void it and create a new one. For information about voiding a loan, see "Voiding a loan" on page 127.

To modify a pending loan:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the loan.
3. Click **POS Loan**. The pending, completed, deleted, and voided loans appear in the window.
4. Click the loan you want to modify, and then click **Open**. The POS Loan Safe Maintenance window displays the loan information.
5. Change the fields in the window as appropriate.
6. Click **Save**, and then click **Exit**.

Voiding a loan

You can only void a completed loan, and it must be voided on the same Business Day. Voided loans are visible in the POS Loan Selection window. They cannot be modified and they do not affect the cashier's or register's system tender amount during balancing of the safe's contents. Amounts are subtracted from and added to the safe. For information about completing a loan, see "Completing a loan" on page 126

To void a loan:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the loan.
3. Click **POS Loan**. The pending, completed, deleted, and voided loans appear in the window.
4. Click the loan that you want to void, and then click **Open**. The POS Loan Safe Maintenance window displays the loan information.
5. Click **Void**. The loan's status is void.
6. Click **Exit**.

Viewing a loan's details

You can review the information you entered into a loan transaction, regardless of its current status. Voided loans remain visible in the POS Loan from Safe Selection window.

To view the details of a loan:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the loan.
3. Click **POS Loan**. The pending, completed, deleted, and voided loans appear in the window.
4. Click the loan you want to review, and then click **Open**. The POS Loan Safe Maintenance window displays the loan information.

Performing a pickup

A pickup is the removal of tender from a cashier's drawer during the day. Usually a pickup is performed for security reasons so that a cash drawer does not contain large amounts of currency.

Your head office uses the Configurator to define the tenders that are eligible to be picked up, to define if pickup transactions are processed by the cashier or by the register, and to set a threshold amount beyond which transactions cannot be processed until a pickup is performed.

When you complete a pickup transaction using the Store Manager, the amount picked up is automatically added to the actual amount when the cashier or register balances and is added to the safe's contents.

Entering a new pickup

A new pickup has a pending status until you complete it. You can modify the amounts in a pending pickup transaction. Pending pickup amounts are not applied to the cashier's or register's actual tender totals during balancing or added to the safe's contents. For information about completing a pickup, see "Completing a pickup" on page 128.

Before you complete the following steps, you must define the selections in the **Reason Code** drop-down list, if the Reason parameter is set to mandatory.

To enter a new pickup:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the pickup.
3. Click **POS Pickup**.
4. Click **New**.
5. Complete the fields in the window as appropriate.
6. Click **Save**, and then click **Exit**.

Completing a pickup

A pickup has a pending status until you complete it. Completed pickup amounts are subtracted from the cashier's or register's actual amounts during balancing and added to the safe's contents.

You cannot modify a completed pickup, but you can void it. If you find an error in a completed pickup, you must void the pickup and create a new one. For information about voiding a pickup, see "Voiding a pickup" on page 129.

To complete a pickup:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the pickup.
3. Click **POS Pickup**. The pending, completed, deleted, and voided pickups appear in the window.
4. Click the pickup you want to complete, and then click **Open**. The POS Pickup to Safe Maintenance window displays the pickup information.
5. Click **Complete**. The pickup's status changes to completed.
6. Click **Exit**.

Modifying a pickup

You can only modify a pending pickup. Once you have entered the final information for a pickup, you can complete it. For information about completing a pickup, see "Completing a pickup" on page 128

You cannot modify a completed pickup. If you need to make a change to a completed pickup, you must void it and create a new one. For information about voiding a pickup, see "Voiding a pickup" on page 129

To modify a pending pickup:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the pickup.
3. Click **POS Pickup**. The pending, completed, deleted, and voided pickups appear in the window.
4. Click the pickup you want to modify, and then click **Open**. The POS Pickup to Safe Maintenance window displays the pickup information.
5. Change the fields in the window as appropriate.
6. Click **Save**, and then click **Exit**.

Voiding a pickup

You can only void a completed pickup and it must be voided on the same Business Date. Voided pickups are visible in the POS Pickup to Safe Selection window. They cannot be modified and they do not affect the cashier's or register's actual tender amount during balancing or the safe's contents. For information about completing a pickup, see "Completing a pickup" on page 128.

To void a pickup:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the pickup.
3. Click **POS Pickup**. The pending, completed, deleted, and voided pickups appear in the window.
4. Click the pickup you want to void, and then click **Open**. The POS Pickup to Safe Maintenance window displays the pickup information.
5. Click **Void**. The pickup's status changes to voided.
6. Click **Exit**.

Viewing a pickup's details

You can review the information you entered in a pickup transaction, regardless of its current status. Voided pickups remain visible in the POS Pickup to Safe Selection window.

To view the details of a pickup:

1. On the Main Menu, click **Cash Management**.
2. Click the safe with the pickup.
3. Click **POS Pickup**. The pending, completed, deleted, and voided pickups appear in the window.
4. Click the pickup you want to review, and then click **Open**. The POS Pickup to Safe Maintenance window displays the pickup information.

To complete the fields in the POS Pickup Safe Maintenance window:

1. The Txn Num. field defines a unique number that identifies the pickup transaction. This number is a counter that reflects the number of tender management transactions (for example, pickups and balances) that have been performed. This is not the transaction number that is recorded on the TLog. The number in the T-Log Num. field, in this window, is recorded as the transaction number in the TLog.

   No action is required. Store Manager automatically completes this field with the next available number when you save the pickup transaction.

2. The T-Log Num. field defines the unique number that identifies the pickup transaction in the TLog.

   No action is required. Store Manager automatically completes this field when you complete the pickup.

3. To define the cashier or register that the tender is being picked up from, type a cashier or register number in the Register field. Your head office uses the Configurator to define whether pickups are performed by the cashier or register. Note that the field name reflects the setting.

4. The Txn Status field indicates the pickup transaction's status (pending, completed, deleted, or voided). No action is required. Store Manager automatically completes this field.

5. The Operator field displays the employee number of the person that processes the pickup transaction. No action is required.Store Manager automatically completes this field with the employee number of the person who last dealt with the transaction.

6. The Txn Date field contains the date on which the pickup transaction is created. No action is required. Store Manager automatically completes this field with the system date of the computer it is running on.

7. The Business Date field contains the current business date. Note that this date can be different than the system date.

8. Select the reason that you are performing the pickup from safe transaction from the **Reason** drop-down list.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.

9. You can define any notes that you want to record about the pickup transaction. Type an alphanumeric string, up to 40 characters in length, in the Notes field.

10. The Tender field contains the tenders that you can include in the pickup. A tender is actually included in the loan if you enter a value in the corresponding Amount field on this window.Your head office uses the Configurator to define the tenders that are available for pickup. This field contains a list of the tenders that are eligible. No action is required. Store Manager automatically completes this field with the tenders that are eligible for pickup.

    To enter a pickup amount for a tender, click the tender and complete the fields on the right side of this window.

11. The Amount field indicates the amounts of the tenders included in the pickup. To enter a pickup amount for a tender, click the tender in the Tender field, and complete the fields in the right side of this window. No action is required. Store Manager automatically completes this field with the total of the amounts you enter in the fields on the right side of the window.

12. The Total Tenders field displays the totals of the amounts in the Amount field. No action is required. Store Manager automatically completes this field.

13. The **Lump Sum/Denomination** button allows you to switch between entering the lump sum amounts or denominations. If you are entering the pickup amount by denomination, the tender denominations are listed in this field.

Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination button is disabled. Use the **Denomination** button on this window, to enter amounts by denomination. Once in denomination mode, the button's label changes to lump sum.

14. To define the amount of the selected tender being removed from the safe, type an amount, including the decimal places, in the Lump Sum Amount field. To select a tender, click the tender in the **Tender** field.
15. The Total Denominations field displays the total of the amounts that you enter in the Amount field when you enter amounts by denomination. Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination fields are not available. Click the **Denomination** button in this window to enter amounts by denomination. No action is required. Store Manager automatically completes this field.

Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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16. The Total Lump Sums field displays the total of the lump sum amounts that you enter in the Lump Sum Amount field. No action is required. Store Manager automatically completes this field.If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.
17. To change the pickup status to complete, click **Complete**.
18. To change the pickup status to void, click **Void**. This button is only enabled if the pickup status is complete.

Note: A pickup can be voided on the same business day only.

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19. Click **Save**, and then click **Exit**.

Tip: The **Amount** boxes on the left side of the window only display the amounts you enter for the pickup. You cannot edit these fields directly. To enter an amount, click the tender row on the left side of the window, and enter the amount in the fields on the right side of the window.

Balancing a cash drawer

Balancing ensures the amount of tender in a cash drawer matches the tender that should be there based on the sales and other transactions at the POS terminal, including completed loans, and completed pickups.

Your head office uses the Configurator to define the tenders that are eligible to be balanced, and if balance transactions are processed by the cashier or by the register.

Store Manager calculates the system amount of a tender. You enter the actual amount. Store Manager compares the two figures and determines if the cashier or register are balanced. You can define a maximum amount that the system and actual amounts can differ by in the **POS Balance Threshold** field on the General Parameters Setup window.

You can print a Balance report that provides details about the balance transactions you perform in your store. For information about the Balance report, see "Balance report" on page 166.

Entering a new balance

A new balance has a pending status until you complete it. You can modify the amounts in a pending balance transaction. For information about pickups, see "Performing a pickup" on page 128. For information about loans, see "Performing a loan (float)" on page 124.

Before you complete the following steps, you must define the selections in the **Reason Code** drop-down list, if the Reason parameter is set to mandatory.

To enter a new balance:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **POS Balance**.
4. Click **New**.
5. Complete the fields in the window, as appropriate.
6. Click **Save**, and then click **Exit**.

Tip: The **Actual** fields on the left side of the POS Balance Maintenance window only display the amounts you enter for balance. You cannot edit these fields directly. To enter an amount, click the tender's row on the left side of the window, and enter the amount in the fields on the right side of the window.

Completing a balance

A balance has a pending status until you complete it.

You cannot modify a completed balance, but you can void it. If you find an error in a completed balance you must void the balance and create a new one, however you must ensure that you perform the void on the same Business Date. For information about voiding a balance, see "Voiding a balance" on page 133.

To complete a balance:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **POS Balance**. The pending, completed, deleted, and voided balances appear in the window.
4. Click the balance you want to complete, and then click **Open**. The POS Balance Maintenance window displays the balance information.
5. Click **Balance**.
6. Click **Complete**, and then click **Exit**.

Modifying a balance

You can only modify a pending balance. Once you have entered the final information for a balance, you can complete it. For information about completing a balance, see "Completing a balance" on page 132.

You cannot modify a completed balance. If you need to make a change to a completed balance, you must void it and create a new one. For information about voiding a balance, see "Voiding a balance" on page 133.

To modify a pending balance:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **POS Balance**. The pending, completed, deleted, and voided balances appear in the window.
4. Click the balance you want to modify, and then click **Open**. The POS Balance Maintenance window displays the balance information.
5. Change the fields in the window, as appropriate.
6. Click **Save**, and then click **Exit**.

Voiding a balance

You can only void a completed balance and it must be performed on the same Business Date. Voided balances are visible in the POS Balance Selection window, but they cannot be modified. For information about completing a balance, see "Completing a balance" on page 132.

To void a balance:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **POS Balance**. The pending, completed, deleted, and voided balances appear in the window.
4. Click the balance you want to void, and then click **Open**. The POS Balance Maintenance window displays the balance information.
5. Click **Void**. The balance's status changes to voided.
6. Click **Exit**.

Tip: If you clicked **EOD Pickup** on the POS Balance Maintenance window when you completed the balance, a Pickup transaction was automatically created and completed. If you void the balance, a dialog box appears, giving you the option to void the corresponding pickup transaction.

Viewing a balance's details

You can review the information you entered into a balance transaction, regardless of its current status. Voided balances remain visible in the POS Balance Selection window.

To view the details of a balance:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **POS Balance**. The pending, completed, deleted, and voided balances appear in the window.
4. Click the balance you want to review, and then click **Open**. The POS Balance Maintenance window displays the balance information.

To complete the POS Balance Maintenance window:

1. The Txn Num. field defines a unique number that identifies the balance transaction. This number is a counter that reflects the number of tender management transactions (for example, pickups and balances) that have been performed. This is not the transaction number that is recorded on the TLog. The number in the T-Log Num. field, in this window, is recorded as the transaction number in the TLog.

   No action is required. Store Manager automatically completes this field with the next available number when you save the transaction.
2. The T-Log Num. field defines the unique number that identifies the balance transaction in the TLog.

   No action is required. Store Manager automatically completes this field when you complete the balance.
3. To define the cashier or register that the tender is being balanced for, type a cashier or register number in the Register field. Your head office uses the Configurator to define whether balances are performed by the cashier or register. Note that the field name reflects the setting.
4. The Txn Status field indicates the balance transaction's status (pending, completed, or voided). No action is required. Store Manager automatically completes this field.
5. The Operator field displays the employee number of the person that processes the balance transaction. No action is required.Store Manager automatically completes this field with the employee number of the person who logged into the Store Manager.
6. The Txn Date field contains the date on which the balance transaction is created. No action is required. Store Manager automatically completes this field with the system date of the computer it is running on.
7. The Business Date field contains the current business date. Note that this date can be different than the system date. This field defaults to the current business day, however a balance can also be done for previous business days.
8. Select the reason that you are performing the balance from safe transaction from the **Reason** drop-down list.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.
9. You can define any notes that you want to record about the transaction. Type an alphanumeric string, up to 40 characters in length, in the Notes field.
10. The Tender field contains the tenders that you can include in the balance. A tender is actually included in the balance if you enter a value in the corresponding Amount field on this window.Your head office uses the Configurator to define the tenders that are available for

balance. This field contains a list of the tenders that are eligible. No action is required. Store Manager automatically completes this field with the tenders that are eligible for balance.

To enter a balance amount for a tender, click the tender and complete the fields on the right side of this window.

11. To enter an actual amount for a tender, click **Actual** and complete the fields on the right side of this window
12. The System field indicates the amounts of the tenders that are expected in the cash drawer. This field is not visible if your head office has used the Configurator to enable blind balancing. During a blind balance, you do not know the system amount. After clicking **Balance**, the Store Manager compares the actual amount with the system amount and alerts you if they do not match. No action is required. When you click Balance in this window, the Store Manager automatically completes this field with the amount of tender that is expected in the cash drawer.
13. The Short/Over field indicates the difference between the actual balance amounts you enter into the fields on the right side of the window, and system amounts. This field is not visible if your head office has used the Configurator to enable blind balancing. Store Manager compares the actual amount with the system amount and alerts you if they do not match. No action is required. When you click Balance in this window, the Store Manager automatically completes this field with the difference between the actual and system amounts.
14. The Total Tenders field displays the totals of the amounts in the Amount field. No action is required. Store Manager automatically completes this field.
15. The **Lump Sum/Denomination** button allows you to switch between entering the lump sum amounts or denominations. If you are entering the balance amount by denomination, the tender denominations are listed in this field.

    Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination button is disabled. Use the **Denomination** button on this window, to enter amounts by denomination. Once in denomination mode, the button's label changes to lump sum.

    Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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16. To define the amount of the selected tender, type an amount, including the decimal places, in the Lump Sum Batch # field. To select a tender, click the tender in the Tender field.
17. The Total Lump Sums field displays the total of the lump sum amounts that you enter in the Lump Sum Amount field. No action is required. Store Manager automatically completes this field.
18. The Total Denominations field displays the total of the amounts that you enter in the Amount field when you enter amounts by denomination. Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination fields are not available. Click the **Denomination** button in this window to enter amounts by denomination. No action is required. Store Manager automatically completes this field.
19. To change the balance status to complete, click **Complete**.
20. To change the balance status to void, click **Void**. This button is only enabled if the pickup status is complete.

    Note: A balance can be voided on the same business day only.

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21. Click **Save**, and then click **Exit**.

Depositing tenders into the safe

Your head office uses the Configurator to define the tenders that are eligible to be deposited.

Entering a new deposit into the safe

A new deposit has a pending status until you complete it. You can modify the amounts in a pending deposit transaction. Pending deposit amounts are not applied to the safe contents. For information about completing a deposit, see "Completing a deposit into the safe" on page 136.

Before you complete the following steps, you must define the selections in the **Reason Code** drop-down list.

To enter a new deposit into the safe:

1. On the Main Menu, click **Cash Management**.
2. Click the Safe that is to receive the deposit.
3. Click **Safe Deposit**.
4. Click **New**.
5. Complete the fields in the window, as appropriate.
6. Click **Save**, and then click **Exit**.

Tip: The **Amount** fields on the left side of the Safe Deposit Maintenance window only display the amounts you enter for deposit. You cannot edit these fields directly. To enter an amount, click the tender's row on the left side of the window, and enter the amount in the fields on the right side of the window.

Completing a deposit into the safe

A deposit has a pending status until you complete it. Completed deposit amounts are added to the safe's contents.

You cannot modify a completed deposit, but you can void it. Note that it must be voided on the same business day. If you find an error in a completed deposit, you must void it and create a new one. For information about voiding a deposit, see "Voiding a deposit into the safe" on page 137.

To complete a deposit into the safe:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate Safe.
3. Click **Safe Deposit**. The pending, completed, deleted, and voided deposits appear in the window.
4. Click the deposit you want to complete, and then click **Open**. The Safe Deposit Maintenance window displays the deposit information.
5. Click **Complete**, and then click **Exit**.

Modifying a deposit into the safe

You can only modify a pending deposit. Once you have entered the final information for a deposit, you can complete it. For information about completing a deposit, see "Completing a deposit into the safe" on page 136.

You cannot modify a completed deposit. If you need to make a change to a completed deposit, you must void it and create a new one. For information about voiding a deposit, see "Voiding a deposit into the safe" on page 137.

To modify a pending deposit:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate Safe.
3. Click **Safe Deposit**.
4. Click **Display All**. The pending, completed, deleted, and voided deposits appear in the window.
5. Click the deposit you want to modify, click **Open**. The Safe Deposit Maintenance window displays the deposit information.
6. Change the fields in the window, as appropriate.
7. Click **Save**, and then click **Exit**.

Voiding a deposit into the safe

You can only void a completed deposit. Voided deposits are visible in the Safe Deposit Selection window. They cannot be modified and they do not affect the safe's system amount. For information about completing a deposit, see "Completing a deposit into the safe" on page 136.

Note: To void a deposit it must be performed on the same business day.

To void a deposit:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate Safe.
3. Click **Safe Deposit**.
4. Click **Display All**. The pending, completed, deleted, and voided deposits appear in the window.
5. Click the deposit you want to void, and then click **Open**. The Safe Deposit Maintenance window displays the deposit information.
6. Click **Void**. The deposit's status changes to voided.
7. Click **Exit**.

Viewing details of a deposit into the safe

You can review the information you entered into a safe deposit transaction, regardless of its current status. Voided deposits remain visible in the Safe Deposit Selection window.

To view the details of a deposit:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate Safe.
3. Click **Safe Deposit**.
4. Click **Display All**. The pending, completed, deleted, and voided deposits appear in the window.
5. Click the deposit you want to review, and then click **Open**. The Safe Deposit Maintenance window displays the deposit information.

To complete the Safe Deposit Maintenance window:

1. The Txn Num. field defines a unique number that identifies the deposit transaction. This number is a counter that reflects the number of tender management transactions (for example, pickups and balances) that have been performed. This is not the transaction number that is recorded on the TLog. The number in the T-Log Num**.** field, in this window, is recorded as the transaction number in the TLog.

   No action is required. Store Manager automatically completes this field with the next available number when you save the transaction.

2. The T-Log Num. field defines the unique number that identifies the deposit transaction in the TLog.

   No action is required. Store Manager automatically completes this field when you complete the balance.

3. The Txn Status field indicates the deposit transaction's status (pending, completed, or voided). No action is required. Store Manager automatically completes this field.

4. The Operator field displays the employee number of the person that processes the deposit transaction. No action is required.Store Manager automatically completes this field with the employee number of the person who logged into the Store Manager.

5. The Txn Date field contains the date on which the deposit transaction is created. No action is required. Store Manager automatically completes this field with the system date of the computer it is running on.

6. The Business Date field contains the current business date. Note that this date can be different than the system date.

7. Select the reason that you are performing the deposit from safe transaction from the **Reason** drop-down list.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.

8. You can define any notes that you want to record about the transaction. Type an alphanumeric string, up to 40 characters in length, in the Notes field.

9. The Tender field contains the tenders that you can include in the deposit. A tender is actually included in the balance if you enter a value in the corresponding Amount field on this window.Your head office uses the Configurator to define the tenders that are available for deposit. This field contains a list of the tenders that are eligible. No action is required. Store Manager automatically completes this field with the tenders that are eligible for deposit.

   To enter a deposit amount for a tender, click the tender and complete the fields on the right side of this window.

10. The Amount field indicates the amounts of the tenders included in the deposit. To enter a deposit amount for a tender, click the tender in the Tender field, and complete the fields in the right side of this window. No action is required. Store Manager automatically completes this field with the total of the amounts you enter in the fields on the right side of the window.

11. The Total Tenders field displays the totals of the amounts in the Amount field. No action is required. Store Manager automatically completes this field.

12. To define the amount of the selected tender, type an amount, including the decimal places, in the Lump Sum Batch # field. To select a tender, click the tender in the Tender field.

13. The Total Lump Sums field displays the total of the lump sum amounts that you enter in the Lump Sum Amount field. No action is required. Store Manager automatically completes this field.

14. The Total Denominations field displays the total of the amounts that you enter in the Amount field when you enter amounts by denomination. Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination

fields are not available. Click the **Denomination** button in this window to enter amounts by denomination. No action is required. Store Manager automatically completes this field.

Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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15. To change the deposit status to complete, click **Complete**.
16. To change the deposit status to void, click **Void**. This button is only enabled if the pickup status is complete.

Note: A deposit can be voided on the same business day only.

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17. Click **Save**, and then click **Exit**.

Processing a safe withdrawal (bank deposit)

You must transfer tender out of the store's safe (a safe withdrawal) and into the bank (a bank deposit). When you process a safe withdrawal/bank deposit using the Store Manager, the tender amounts are removed from the safe's contents.

Your head office uses the Configurator to define the tenders that are eligible for this transaction.

Note: If you are using the non-safe option for tender management, deposits are made by default into the bank. To perform a deposit under the non-safe option, click **Deposit** in the Cash Management Menu window. For information about the differences between the safe and non-safe tender management configurations, see "Safe and non-safe options" on page 123.

Entering a new safe withdrawal (bank deposit)

A new withdrawal has a pending status until you complete it. You can modify the amounts in a pending transaction. Pending withdrawal/deposit amounts are not subtracted from the safe's contents. For information about completing a deposit, see "Modifying a safe withdrawal (bank deposit)" on page 141.

Before you complete the following steps, you must define the selections in the **Reason Code** drop-down list, if the Reason parameter is set to mandatory.

Tender verification, of non-zero tender amounts, is required for safe withdrawals if the tenders are marked for verification in the Configurator. Verification is enabled in the Configurator by checking the Verify for Bank Deposit check box in the Tender Maintenance window. Verification by lump sum is performed after each individual entry; verification by denomination is performed after clicking Done at the end of a batch of entries.

To remove funds from a safe, it must be configured, via the Configurator, to allow withdrawals. Tender verification is also set in the Configurator to ensure that a second user double-checks the type and amount of each tender that is removed from the safe. The authority level of the second user must be equal to or higher than the initial user performing the withdrawal.

To perform a withdrawal from a safe:

1. Click **Cash Management**.
2. Click the safe that you want to make a withdrawal from.
3. Click **Safe Withdrawal**.
4. Click **New**.
5. Click each type of tender that you want to withdraw and type the amount of the withdrawal. Click the tender once more; the amount appears in the **Lump Sum Batch #** field in addition to the **Amount** field.

   or

6. For any tender with denominations, click **Denomination.**

Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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7. Click **Qty.** and type a quantity for each denomination. The Amount field is automatically filled in with the correct value after a second click in the Tender Amount field.
8. Click **Save**, and then click **Exit**.

Note: The Verified By field is automatically filled in by the Store Manager with the operator number of the person that double-checked the tender types and amounts.

To complete a safe withdrawal:

1. Click **Complete**. The tender amounts disappear from view to ensure a blind verification by the second user.
2. On the Tender Verification Required window, a second user must type their User ID and Password in the corresponding fields.
3. The second user must then click each tender type, and type the same amount in the same order to verify the initial withdrawal.
4. After the second user clicks **Done**, verification is complete and the transaction is completed automatically.

Note: Tender verification is the only activity that the second user can perform during their subsession. No other Store Manager functions can be accessed via the verification process.

Tip: The Amount fields on the left side of the Maintenance window only display the amounts you enter for withdrawal/deposit. You cannot edit these fields directly. To enter an amount, click the tender's row on the left side of the window, and enter the amount into the fields on the right side of the window.

Modifying a safe withdrawal (bank deposit)

You can only modify a pending withdrawal/deposit. Once you have entered the final information for a withdrawal/deposit, you can complete it.

You cannot modify a completed withdrawal/deposit. If you need to make a change to a completed withdrawal/deposit, you must void it and create a new one.

To modify a pending withdrawal/deposit:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **Safe Withdrawal**.
4. Click **Display All**. The pending, completed, deleted, and voided withdrawals/deposits appear in the window.
5. Click the one you want to modify, and then click **Open**.
6. Change the fields in the window, as appropriate.
7. Click **Save**, and then click **Exit**.

Voiding a safe withdrawal (bank deposit)

You can only void a completed withdrawal/deposit. Voided withdrawals/deposits are visible but they cannot be modified, and they do not affect the safe's system amount.

To void a withdrawal/deposit:

1. On the Main Menu, click the **Cash Management**.
2. Click the appropriate safe.
3. Click **Safe Withdrawal**.
4. Click **Display All**. The pending, completed, deleted, and voided withdrawals/deposits appear in the window.
5. Click the one you want to void, and then click **Open**.
6. Click **Void**. The status changes to voided.
7. Click **Exit**.

Viewing details of a safe withdrawal (bank deposit)

You can review the information you entered into a safe withdrawal/bank deposit transaction, regardless of its current status. Voided withdrawals/deposits remain visible.

To view the details of a withdrawal/deposit:

1. On the Main Menu, click **Cash Management**.
2. Click the appropriate safe.
3. Click **Safe Withdrawal**.
4. Click **Display All**. The pending, completed, deleted, and voided deposits appear in the window.
5. Click the one you want to review, and then click **Open**. The Maintenance window appears, containing the withdrawal/deposit information.

Safe transfers and balances

Cash management transactions, such as safe deposits and withdrawals to and from one safe can be performed while, at the same time, performing other types of cash management transactions on another safe.

Note: You must have an authority level of 5 to perform any operations on multiple safes.

Depending on the safe configuration, cash management security setup, and your authority level, you can access the Safe Management menu directly from the Main menu, or if you are authorized to interact with multiple safes, you must first select the safe from the Safe menu.

Transferring tenders between safes

The safe transfer transaction enables you to transfer tenders between safes. If there is more than one potential destination safe, you can select it from the safe choice list. A transaction involving a particular safe, as the source or destination, is displayed on the Safe Transfer Selection and Safe Transactions windows.

To transfer tenders between safes:

1. Click **Cash Management**.
2. Click the Safe that you have determined to be the source safe. The destination safe is always the default when only two safes exist.
3. On the Safe Management menu, click **Safe Transfer**.
4. If more than two safes exist, select the destination safe from the **Safe** drop-down list.
5. Click **New**.
6. The name of the safe that the funds are being transferred from displays automatically in the **From** field. No action is required.
7. If there is more than one potential destination safe, select the destination safe that the funds are being transferred to, in the **To** field. If there is only one potential destination safe, then it is automatically selected.
8. Click the **Reason** drop-down list and select the reason that you are performing the safe transfer.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.
9. You can define any notes that you want to record about the transfer. Type an alphanumeric string, up to 40 characters in length, in the Notes field.
10. Click the Amount field beside each tender type, and type the amount of each tender that is being transferred. Note that you must click in the same amount field a second time after typing the amount in the field.
11. To define the amount of the selected tender, type an amount, including the decimal places, in the **Lump Sum Batch #** field. To select a tender, click the tender in the Tender field.

    Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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12. Click **Save**, and then click **Exit**.

Balancing the safe

Balancing ensures the amount of tender in the safe matches the amount of tender that should be in the safe based on the completed loans, pickups, withdrawals, and deposits that have been performed.

Your head office uses the Configurator to define the tenders that are eligible to be balanced.

Store Manager calculates the system amount of a tender that should be in the safe, and you enter the actual amount. Store Manager compares the two figures and determines if the safe is balanced. You can define the maximum amount that the system and actual tender amounts can differ by, and still be considered balanced, in the **Safe Balance Threshold** field in the General Parameters Maintenance window.

Entering a new safe balance

A new safe balance has a pending status until you complete it. You can modify the amounts in a pending balance transaction. Completed pickups, loans, withdrawals and deposits are applied to the system tender totals during balancing.

Before you complete the following steps, you must define the selections in the **Reason Code** drop-down list, if the Reason parameter is set to mandatory.

To enter a new safe balance:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you are attempting to balance.
3. Click **Safe Balance**.
4. Click **New**.
5. Complete the fields in the window, as appropriate.
6. Click **Save**, and then click **Exit**. The Safe Balance Maintenance window closes.

Tip: The **Actual** fields on the left side of the Safe Balance Maintenance window only display the amounts you enter for balance. You cannot edit these fields directly. To enter an amount, click the tender's row on the left side of the window, and enter the amount into the fields on the right side of the window.

Completing a safe balance

A safe balance has a pending status until you complete it. You cannot modify a completed balance, but you can void it. If you find an error in a completed balance, you must void it and create a new one.

To complete a safe balance:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you are attempting to balance.
3. Click **Safe Balance**.
4. Click **Display All**. The pending, completed, deleted, and voided balances appear in the window.
5. Click the balance you want to complete, and then click **Open**. The Safe Balance Maintenance window displays the balance information.
6. Click **Complete**, and then click **Exit**.

Modifying a safe balance

You can only modify a pending balance. Once you have entered the final information for a balance, you can complete it. For information about completing a balance, see "Completing a safe balance" on page 144.

You cannot modify a completed balance. If you need to make a change to a completed balance, you must void it and create a new one. For information about voiding a balance, see "Voiding a safe balance" on page 145.

To modify a pending safe balance:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you are attempting to balance.
3. Click **Safe Balance**.
4. Click **Display All**. The pending, completed, deleted, and voided balances appear in the window.
5. Click the balance you want to modify, and then click **Open**.
6. Change the fields in the window, as appropriate.
7. Click **Save**, and then click **Exit**. The Safe Balance Maintenance window closes.

Voiding a safe balance

You can only void a completed balance. Voided balances are visible in the Safe Balance Selection window, but they cannot be modified.

To void a safe balance:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you are attempting to balance.
3. Click **Safe Balance**.
4. Click **Display All**. The pending, completed, deleted, and voided balances appear in the window.
5. Click the balance you want to void, and then click **Open**. The Safe Balance Maintenance window displays containing the balance information.
6. Click **Void**. The balance's status changes to voided.
7. Click **Exit**.

Viewing the details of a safe balance

You can review the information you entered into a balance transaction, regardless of its current status. Voided balances remain visible in the Safe Balance Selection window.

To view the details of a balance:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that has the balance details that you want to view.
3. Click **Safe Balance**.
4. Click **Display All**. The pending, completed, deleted, and voided balances appear in the window.
5. Click the balance you want to review, and then click **Open**. The Safe Balance Maintenance displays containing the balance information.

To complete the Safe Balance Maintenance window

1. The Txn Num. field defines a unique number that identifies the safe balance transaction. This number is a counter that reflects the number of tender management transactions (for example, pickups and balances) that have been performed. This is not the transaction number that is recorded on the TLog. The number in the T-Log Num. field, in this window, is recorded as the transaction number in the TLog.

   No action is required. Store Manager automatically completes this field with the next available number when you save the transaction.
2. The T-Log Num. field defines the unique number that identifies the safe balance transaction in the TLog.

   No action is required. Store Manager automatically completes this field when you complete the balance.
3. The Txn Status field indicates the safe balance transaction's status (pending, completed, or voided). No action is required. Store Manager automatically completes this field.
4. The Operator field displays the employee number of the person that processes the safe balance transaction. No action is required.Store Manager automatically completes this field with the employee number of the person who logged into the Store Manager.
5. The Txn Date field contains the date on which the safe balance transaction is created. No action is required. Store Manager automatically completes this field with the system date of the computer it is running on.
6. The Business Date field contains the current business date. Note that this date can be different than the system date.
7. Select the reason that you are performing the safe balance transaction from the **Reason** drop-down list.

   You define the selection of reasons that appear in this drop-down list on the Code Table Maintenance window.
8. You can define any notes that you want to record about the transaction. Type an alphanumeric string, up to 40 characters in length, in the Notes field.
9. The Tender field contains the tenders that you can include in the safe balance. A tender is actually included in the balance if you enter a value in the corresponding Amount field on this window.Your head office uses the Configurator to define the tenders that are available for safe balance. This field contains a list of the tenders that are eligible. No action is required. Store Manager automatically completes this field with the tenders that are eligible for deposit.

   To enter a safe balance amount for a tender, click the tender and complete the fields on the right side of this window.

10. To enter an actual amount for a tender, click **Actual** and complete the fields on the right side of this window
11. The System field indicates the amounts of the tenders that are expected in the safe. This field is not visible if your head office has used the Configurator to enable blind balancing. During a blind safe balance, you do not know the system amount. Store Manager compares the actual amount with the system amount and alerts you if they do not match. No action is required. When you click **Balance** in this window, the Store Manager automatically completes this field with the amount of tender that is expected in the cash drawer.
12. The Short/Over field indicates the difference between the actual safe balance amounts you enter into the fields on the right side of the window, and system amounts. This field is not visible if your head office has used the Configurator to enable blind balancing. During a blind safe balance, the Store Manager compares the actual amount with the system amount and alerts you if they do not match. No action is required. When you click Balance in this window, the Store Manager automatically completes this field with the difference between the actual and system amounts.
13. The Total Tenders field displays the totals of the amounts in the Amount field. No action is required. Store Manager automatically completes this field.
14. To define the amount of the selected tender, type an amount, including the decimal places, in the Lump Sum Batch # field. To select a tender, click the tender in the Tender field.
15. The Total Lump Sums field displays the total of the lump sum amounts that you enter in the Lump Sum Amount field. No action is required. Store Manager automatically completes this field.

Note: If the sum of the Lump Sum Amount column falls within the warning threshold set in the Configurator, a message displays warning you that the amount entered is too high. You can choose to continue until the total amount reaches the rejection threshold, then you must re-enter a smaller amount.

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16. The Total Denominations field displays the total of the amounts that you enter in the Amount field when you enter amounts by denomination. Your head office uses the Configurator to define denominations for a tender. If no denominations are defined for the tender, the denomination fields are not available. Click the **Denomination** button in this window to enter amounts by denomination. No action is required. Store Manager automatically completes this field.
17. To change the status to complete, click **Complete**.
18. To change the status to void, click **Void**. This button is only enabled if the status is complete.
19. Click **Save**, and then click **Exit**.

Viewing the contents of the safe

Tenders that are picked up, deposited, loaned, and transferred affect the total amount of tenders in the store's safe.

Store Manager updates the system amounts for the store's safe whenever you complete a tender management transaction. You can review these figures and print a report from the Safe Contents window. You cannot edit the information in the window, it is for information only.

To access the Safe Contents window:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you want to view.
3. Click **Safe Content**.

To print the Safe Content report:

1. Click **Report**.
2. Click **Print**.
3. Click **OK**. Store Manager prints the report. The report remains displayed in the report window.

Tip: The report is linked to the report template designer, so you can customize its appearance or export its data to a file for use by another application.

Viewing detailed safe transactions

Store Manager maintains a master record of the completed, voided, and pending tender maintenance transactions you enter into the Store Manager. The list includes detailed information about every tender management transaction, including the type of transaction, the person who processed it, the amount, and the date. You can review the master record in the Transaction List window; you cannot edit the information directly in the window, it is for information only.

To access the Transaction List window:

1. On the Main Menu, click **Cash Management**.
2. Click the safe that you want to list the transactions for.
3. Click **Transaction List**. The Transaction List window has five tabs, each listing transactions of a different status.

Tip: You can review and edit an individual transaction by clicking the transaction and then clicking **Open**. The transaction appears in the appropriate tender maintenance window (for example, Safe Deposit Maintenance window). You can use fields in the maintenance window to modify, complete, or void the transaction.

Performing a query on safe transactions

You can perform a query in the Transaction List window to search for the transaction or transaction type you want to review.

To perform a query in the Transaction List window:

1. Click **Query**. The fields at the top of the transactions window are activated.
2. Type your search criteria into the fields at the top of the window.
3. Click **Search**. The tender management transactions that match your criteria appear in the window. You may have to click a tab to see them, depending on their status.

To complete the fields in the Transaction List window:

1. To select a tender management function, click the **Txn Type** drop-down list and select a type from the list.
2. The Txn Date field contains the date on which the transaction is created. It does not need to match the business date. For example, you can create a deposit transaction for the previous day.
   a) Click the button beside the field to open the pop-up calendar. Click a date in the calendar and then click OK.
   b) Type a time, using the format HH:MM:SS.

c) Edit the AM/PM indicator if required, by typing over the existing indicator.

3. The Business Date field contains the range of business dates for the transaction that you are looking for.
4. The Operator field displays the employee number of the person that processes the transaction. Type a cashier number in the Operator field.
5. To search for transactions that were processed by a particular register, click the Register # field and type a register number.
6. To search for all tenders, click the **All Tenders** radio button.
7. To search for a specific tender, click the **Selected Tender** radio button, then select an option from the drop-down list.
8. The **Audit** tab shows, chronologically, how the contents of the safe has changed. It shows transaction types, increases and decreases, and other transaction tender amounts. For example, what was in the safe once a transaction was completed and verified.

9 Working with Reports

This section covers the following topics:

- "About Store Manager reports" on page 151
- "Generating reports" on page 151
- "Working with generated reports" on page 152
- "Working with designed reports" on page 155
- "Working with report macros" on page 156
- "Working with standard reports" on page 158
- "Working with inventory control reports" on page 174

About Store Manager reports

Store Manager includes a set of reports that provide summary and detailed information about your product hierarchy, inventory, pricing, and many other aspects of your store operations.

Store Manager also includes a number of features you can use to customize your reports and to automate generating and printing selected reports.

To display the Report Menu:

- On the Main Menu, click **Reports**. The Report Menu appears.

Generating reports

The steps you follow to generate reports are generally the same for all Store Manager reports.

Note: With the exception of the Clock In/Clock Out report, the Store Manager reports all appear on the Report Menu.

To generate a report:

1. On the Report Menu, click the report you want to generate. The corresponding report criteria window appears.
2. Specify the report criteria that Store Manager uses to select and organize the data to be included in the report. (For details about doing this for a particular report, refer to the section for that report.)
3. Click **Generate Report**. If Store Manager finds data matching your selection, the report appears. Otherwise, a message appears indicating that there is no matching data.

Working with generated reports

Once you have generated a report, you have the following options:

- To reverse the order in which data is sorted in any column, click the corresponding column heading.
- To view information about the criteria used to generate the report, click **Show Criteria**.
- To split the report into two halves, each of which you can then scroll horizontally, click **Split View**. To remove the split, click **Full View**.
- To see a sample of how the printed report will appear, click **Preview**. (For additional information, see "Previewing reports" on page 153.)
- To print the report, click **Print**. (For additional information, see "Printing reports" on page 152.)
- To send the report as an e-mail attachment, click **Send**. (For additional information, see "Exporting reports and e-mailing reports" on page 153.)
- To export the data in the report to a file you can use with another application, click **Export**. (For additional information, see "Exporting reports and e-mailing reports" on page 153.

Depending your authorization level, you may also be able customize the report using the report designer, as described in "Working with designed reports" on page 155.

Printing reports

After you generate any report, use can this procedure to print the report on an attached printer. If you want to see a sample of how a printed report will appear before you print it, see "Previewing reports" on page 153.

Note: For information about printing reports included in report macros, see "Running report macros" on page 157.

To print a report:

1. Generate the report as described in "Generating reports" on page 151.

   Note: If you want to include information about the criteria used to generate the report, click **Show Criteria**.

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2. On the report window for the report you want to print, click **Print**. The Print Options dialog appears indicating the default printer on which the report will be printed.
3. To modify how the report will be printed, do one or more of the following:
   - To use a different printer, or to change how the printer is set up, click **Printer**.
   - To print more than a single copy, in the Copies field, type the number of copies you want to print.
   - To select which pages will be printed, under Page Range, select All Pages, Current Page, or Selected Pages. If you select Selected Pages, complete the corresponding field using the instructions shown on the dialog.
   - To print only even or odd pages, beside Range Includes, select an option.
   - To direct the print output to a print file, check the Print to File check box.
   - If you are printing more than one copy, to print all copies of each page together, uncheck the Collate Copies check box.

4. Click **OK**.

Previewing reports

Use this procedure after you generate a report to view a sample of how it appear when you print it.

To preview a report:

1. Generate the report as described in "Generating reports" on page 151.
2. Click **Preview**. The Report Preview window appears.

   On the Report Preview window, you can do any of the following:

   - To switch between portrait and landscape format, in the Orientation field, select an option.
   - To increase or decrease your view of the report, click **Zoom In** or **Zoom Out**.
   - To view additional pages, click **Next** and **Previous**.
   - To print the report, click **Print**. (For additional information, see "Printing reports" on page 152.)
3. When you are finished previewing the report, click **Exit**.

Exporting reports and e-mailing reports

Once you have generated a report, you can export it to a file or send it as an attachment in an e-mail message. In both cases, you can create files in any of the following formats.

- Clipboard
- dBase ll (.dbf)
- dBase lll (.dbf)
- Internet Document (.htm)
- Microsoft Excel comma separated values (.csv)
- Microsoft Excel Data Interchange (.dif)
- Microsoft Excel Work Sheet (.xls)
- Microsoft Multiplan Format (.xls)
- Power Soft report (.psr)
- SQL Syntax (.sql)
- Text - Tab separated values (.txt)
- Windows Meta File (.wmf)
- WK1 - Lotus 123 (.wk1)
- WKS - Lotus 123 (.wks)

Exporting reports to a file

Use this procedure to export a generated report to a file that can be used by other applications.

Note: To export reports, your authority level must be level 5.

To export a report:

1. Generate the report as described in "Generating reports" on page 151.

2. Click **Export**. The Export/Send Report dialog appears.
3. Under Drive, select the location of the disk where the export file will be saved. The current list of available folders you can use appears under File List.
4. Do one of the following:
   - To create a new folder in which to save the report, click **Folder**, type the name of the folder, and then double-click the folder name.

     Note: To create sub-folders within the folder you just created, repeat the steps above.

   - To use an existing folder, under File List, double-click a folder.
5. Under File Name, type the name for the export file.
6. Under File Type, select the type of file you want to create.
7. If you want to include the column headings and the report title in the export file, click **Including column headings**.
8. Click **Export**.

E-mailing reports

Use this procedure to send generated reports as e-mail attachments.

Note: To e-mail reports, you must have a compatible e-mail system and your Store Manager must be configured to use this option.

To e-mail a report as an e-mail attachment:

1. Generate the report as described in "Generating reports" on page 151.
2. Click **Send**. The Export/Send Report dialog appears.
3. Under Drive, select the location of the disk where the attachment will be saved. The current list of available folders you can use appears under File List.
4. Do one of the following:
   - To create a new folder in which to save the attachment, click **Folder**, type the name of the folder, and then double-click the folder name.

     Note: To create sub-folders within the folder you just created, repeat the steps above.

   - To use an existing folder, under File List, double-click a folder.
5. Under File Name, type the name for the attachment.
6. Under File Type, select the type of file you want to create as the attachment.
7. If you want to include the column headings and the report title in the attachment, click **Including column headings**.
8. If you want to delete the attachment file from your computer after it has been sent, click **Delete after sending**.
9. Click **Send**. The attachment is created and your e-mail program prompts you for details of the message recipients.
10. Complete the details of the e-mail message, and then send the message.

Working with designed reports

The report template designer allows you to change the layout for many of the Store Manager reports. This includes moving or hiding column headings and data, and truncating amounts to hide the decimal places values.

Note: To use the template designer, your authority level must be level 5.

You can design only one template for each of the reports listed above. When you use the designer, you override the default format for a report. You can always reapply the default format by deleting the template.

Designing report templates

To design and save a report template:

1. Generate the report as described in "Generating reports" on page 151.
2. Click **Design On**. A dialog box appears indicating that you are about to use the designer.
3. Click **OK**. The Design Mode field indicates that the designer is on.
4. Right-click anywhere on the report window. A shortcut menu appears listing the design options.
5. When the shortcut menu appears, you can modify the appearance of the report as follows:
   - To truncate amounts so that the decimal place values are not shown, click **Truncate**, check the corresponding check box for each field you want to truncate, and then click **OK**.
   - To move a data or text value, click **Re-Position**, point with mouse pointer to the value you want to move, and then click and drag it to the new location. The x: and y: values at the bottom-right change as you drag the value until you release the mouse button.
   - To hide heading text or data values, click **Hide**, check the corresponding check box for each field you want to hide, and then click **OK**.
6. Click **Save Template**. If you are updating an existing template, a dialog appears prompting you to confirm that you want to override the previous template.
7. If you have made changes to an existing template, to save the changes, click **Yes**. Yes appears in the On File field.

Deleting report templates

Use this procedure to delete a template that has been saved for a report.

To delete a report design template:

1. Generate the report for which you want to delete the template, as described in "Generating reports" on page 151.
2. Click **Design On**. A dialog box appears indicating that you are about to use the designer.
3. Click **OK**. The Design Mode field indicates that the designer is on.
4. Click **Delete Template**. A message appears prompting you to confirm the deletion.
5. Click **Yes**. No appears in the On File field.

Working with report macros

You can create up to ten macros to automate the generation and printing of the following Store Manager reports:

- Authorization
- Balancing (aka POS Balance)
- Clock In/Clock Out
- Department
- Hourly Sales
- Inventory Adjustment
- Item Movement
- Loss Prevention
- Non-Merchandise
- Sales Analysis (AKA Sales)
- Salesperson
- Sales Tax
- Tender

For each macro, you can define a sequence of reports and their report criteria. You can include the same report in more than one macro. Store Manager assigns the macro to a button on the Report Macro Menu window. When you want to print the reports in the sequence, click the corresponding button.

Defining report macros

To add or change the definition of a report macro:

1. On the Main Menu, click **Parameters Setup**. The Parameters Setup Menu appears.
2. Click **Report Macro Definition**. The Report Macro Selection Window appears.
3. Do one of the following:
   - If you are changing the definition of an existing macro, click **Display All**, select the macro, and then click **Open**.
   - If you are defining a new macro, click **New**.

   The Report macro window appears.
4. In the Description field, type up to 40 characters to describe the macro. This description will appear on the button for this macro on the Report Macro Selection Window.
5. Do one of the following:
   - To modify the details for a report that is already included in the macro, click the row for the report.
   - To add a report to the macro, click **Add**. A blank row appears.
6. Complete the details for the report as follows:
   a) If you are including more than one report, under Order#, type a number to specify the order in which the report in the macro will be run.
   b) Under Report Name, select a report.
   c) Under Date Type, select a date or time period for which the report will be run.

d) Under Report Type, where available, select an option to define additional criteria for the report.

e) Under Dtl, to run the detail version of the report, check the check box, where available. When this check box is blank, the summary report, if available, will be run.

f) Under Copies, select the number of copies of the report that will be printed.

7. For each additional report that you want to add or change, if any, repeat steps 5 and 6.

Note: To remove a report from the macro, click **Remove**.

8. Click **Save**. The macro is saved and the reports included in the macro are listed by Order#.

Running report macros

Use this procedure to generate and print reports included in defined report macros.

To run a report macro:

1. On the Main Menu, click **Reports**. The Reports Menu appears.
2. Click **Report Macro**. The Run Report Macros menu appears.
3. Click the button for the macro you want to run. A dialog appears showing the progress as each report in the macro is generated and printed. When the macro is finished, a dialog box appears indicating the macro is completed.
4. Click **OK**.

Deleting report macros

Use this procedure to delete a report macro and remove the macro's button from the Run Report Macro menu.

Note: To delete individual reports from an existing macro, without deleting the entire macro, use the **Remove** button, as described in "Defining report macros" on page 156.

To delete a macro:

1. On the Main Menu, click **Parameters Setup**. The Parameters Setup Menu appears.
2. Click **Report Macro Definition**. The Report Macro Selection Window appears.
3. Click **Display All**. The existing report macros appear in the window.
4. Click the macro you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
5. Click **OK**.

Working with standard reports

This section describes how to generate the standard reports provided with Store Manager. It also includes samples of each standard report.

For instructions on how to display the Report menu, see "About Store Manager reports" on page 151.

For general information about what you can do after generating a report, see "Working with generated reports" on page 152.

Item Movement report

The Item Movement report provides details about movement of items in and out of the store.

To generate the Item Movement report:

1. On the Report menu, click **Item Movement**. The Item Movement Report Criteria window appears.
2. To define a day or range of days to be included in the report, below Reporting Period, click one of Current Business Date, Previous Business Date, or Business Date Range. If you click Business Date Range, in the corresponding fields, type or select the first and last dates to be included.
3. If you want to report on a limited selection of the items, complete any or all of the fields in the Query Criteria section as follows:
   - **PLU**: To define a range of PLUs to be included, type or use **F12** to select the first and last PLU in the range.
   - **Category**: To include only items in a specific category, select an option.
   - **Group**: To include only items in a specific group, select an option.
   - **Department**: To include only items in a specific department, select an option.
   - **User Flag 1-User Flag 6**: To include only items assigned with specific user flags, select options for the flags.
   - **Vendor**: To include only items supplied by a specific vendor, select an option.
4. To define how report data should be grouped, under Group By, check one or more check boxes and select one of: Category, Group, Department, and Vendor.
5. Click **Generate Report**. The report appears.

Sales report and Sales Analysis report

The Sales report lists items and summary sales information. Once you have generated the Sales report, you can generate the Sales Analysis report that provides additional detail about the information on the Sales report.

To generate the Sales report and the Sales Analysis report:

1. On the Report menu, click **Sales**. The Sales Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
   - If you want the report period to be for a selected week, click **Week Ending** and type the date of the end of the week in which you want the report, or click the button beside the field and select a date from the pop-up calendar. Click **OK**.
3. To specify how much sales information you want, choose one of the following:
   - To include sales information for the entire store, click **By Store**.
   - To include sales information for a single register, click **Register**.
   - To include sales information for a group of registers, click **Register Group**.
   - To include sales information for all registers, click **All registers**.
4. To generate the Sales report, click **Generate Report**.

The following table contains the formulas used to calculate the data in some of the columns:

Column	Formula
Total Gross Non Merch Sales	Total sales of non-merchandise items. **Note:** Your head office uses the Configurator to define non-merchandise items. Only non-merchandise items with the **Add to Gross** check box selected in the Configurator, are included in this total.
Total Reductions to Gross	Total of returns and discounts, not including vendor's coupons. **Note:** Your head office uses the Configurator to define discounts. Only discounts with the **Affect Net** check box selected in the Configurator, are included in this total.
Net Sales	Total gross sales — total taxes — total reductions to gross.
Total Other Non Merch Sales	Total sales of the non-merchandise items not included in the Total Gross Non Merch Sales figure. **Note:** Your head office uses the Configurator to define non-merchandise items. Only non-merchandise items without the **Add to Gross** check box selected in the Configurator, are included in this total.
Total Other Receipts	Total of tender coming into the store that is not a direct result of a merchandise sale, including additional amounts, deposits, and fees.

Column	Formula
Total Other Reductions to Gross	Total of reductions not included in the Total Reductions to Gross figure, including vendor's coupons. **Note:** Your head office uses the Configurator to define discounts. Only discounts without the **Affect Net** check box selected in the Configurator, are included in this total.
Total Accountability	Total of all figures. This figure always balances to the Total Tenders figure.
Total Tenders	Total of all tenders. This figure always balances to the Total Accountability figure.

5. To generate the Sales Analysis report, click **View Sales Analysis Report**. The Sales Analysis report appears.

The following table contains descriptions of the formulas used to calculate the data in some of the columns:

Column	Formula
Net Sales	Total gross sales — total taxes — total reductions to gross.
Net Merch Sales	Total gross merch sales — reductions to gross. **Note:** The reductions to gross are the reductions made to merchandise sales.
Net Non Merch Sales	Total gross non-merch sales — reductions to gross. **Note:** The reductions to gross are the reductions made to non-merchandise sales.

Non-merchandise report

The Non-merchandise summary report provides totals for sales of non-merchandise transactions and non-merchandise items.

Once you have generated the Non-merchandise summary report, you can generate the Non-merchandise detail report. The detail report provides detailed information about every non-merchandise transaction or non-merchandise item.

To generate the Non-merchandise report:

1. On the Report menu, click **Non Merchandise**. The Non Merchandise Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. Click **Generate Report**. The summary report appears.

Note: Net Sales = Sales total - returns - voids.

4. To generate the detail report, click **Generate Detail Report**. The detail report appears.

Tender report

The Tender report provides information about tender usage, including number of transactions using the tender and tender totals.

Once you generate the Tender report, you can double-click a tender to view a detail report showing all transactions related to that tender. The detail report also lists foreign tenders.

To generate the Tender report:

1. On the Report menu, click **Tender**. The Tender Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. To specify how much tender information you want, choose one of the following:
   - for the entire store, click **By Store**.
   - for a single register, click **Register**.
   - for a group of registers, click **Register Group**.
   - for all registers, click **All Registers**.
   - for a single cashier, click **Cashier**.
   - for all cashiers, click **All Cashiers**.
4. To specify how amounts appear on the report, choose one of the following:
   - to display the amounts in your local currency, click **Local Currency**.
   - to display the tender amounts in the currency in which the customers used to pay for their merchandise, click **Tender Currency**.
5. Click **Generate Report**. The report appears.

Department report

The Department report provides information about sales of items in a department.

You can compile Department Category, Department Group, or Department reports directly from the Department Report Criteria window, by selecting the appropriate report type criteria.

To generate the Department report:

1. On the Report menu, click **Department**. The Department Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
   - If you want the report period to be for a selected week, click **Week Ending** and type the date of the end of the week in which you want the report, or click the button beside the field and select a date from the pop-up calendar. Click **OK**.
3. To specify how you want items sorted on the report, do one of the following:
   - To sort by department, click **By Department** and select a department from the list.
   - To sort by category, click **By Category** and select a category from the list.
   - To sort by group, click **By Group** and select a group from the list.
4. Click **Generate Report**. The report appears.
5. To generate the Department Report Detail, double-click on a line item in the report.To return to the Department Report, click **Exit**.

Loss Prevention report

The Loss Prevention report contains information about the number of times selected transaction types are processed. This includes information about each transaction, including transaction number, date, and amount.

To generate the Loss Prevention report:

1. On the Report menu, click **Loss Prevention**. The Loss Prevention Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. To specify how much information you want to include, choose one of the following:
   - for the entire store, click **By Store**.
   - for a single cashier, click **Cashier**.
   - for all cashiers, click **All Cashiers**.
   - for a single register, click **Register**.
   - for a group of registers, click **Register Group**.
   - for all registers, click **All Registers**.
4. To specify the types of transaction you want on the report, do the following:
   - To include all transactions, click **Select All Txn Types**.
   - To specify the types of transactions, click one or more of the transaction types listed.
5. Click **Generate Report**. The report appears.
6. To view the detail report, click on a transaction type and then click **Generate Detail Report**. The Loss Prevention (detail) report appears.

Salesperson report

The Salesperson report contains sales information, such as item and amount, organized by salesperson.

To generate the Salesperson report:

1. On the Report menu, click **Salesperson**. The Salesperson Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. To specify which salespersons appear on the report, do one of the following:
   - to see all salespersons, click **All Salespersons**.
   - to see specific salesperson, click **Selected Salesperson** and then click to select a salesperson from the list.
4. Click **Generate Report**. The report appears.

Hourly Sales report

The Hourly Sales report provide two levels of sales information:

- The Summary Hourly Sales report provides sales totals for hour or half hour increments.
- The Average Hourly Sales report provides average sales figures grouped in hour or half hour increments.

To generate the Hourly Sales report:

1. On the Report menu, click **Hourly Sales**. The Hourly Sales Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
3. To specify a range of dates for the report period, type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
4. To specify which days of the week to include within the report period, click one or more (Sun - Sat).
5. To defines the time increments used to accumulate and report sales information, click **Time Increment** and select an increment (hour, 1/2 hour).
6. To clears the information and make new selections, click **Reset Criteria.**
7. Do one of the following:
   - To view the summary report, click **Generate Summary Report**. The summary report appears.
   - To view the average report, click **Generate Average Report**. The average report appears.

Balance report

The Balance report contains information indicating if a cashier is balanced, over or short.

To generate the Balance report:

1. On the Report menu, click **POS Balance**. The Balance Report Criteria window appears.
2. Choose one of following:
   - To include over/short information about specific tenders, click **Summary**.
   - To include total over/short amounts for each day in the week, click **Detail**.
   - To include total over/short amounts for each day in the week, click **Variance**.
3. To specify the report period, choose one of the following:
   - For today's date, click **Current Business Date**.
   - For yesterday's date, click **Previous Business Date**.
   - For a specific report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
4. To specify how much balance information to include on the report, choose one of the following:
   - For all the store's registers, click **All Registers**.
   - For a single register, click **Register** and type the register ID.
   - For the entire store, click **By Store**.
5. Click **Generate Report**. The report appears.

Authorization report

The Authorization report provides information on all transactions during a time period that required authorization and the status of that authorization.

To generate the Authorization report:

1. On the Report menu, click **Authorization**. The Authorization Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. Under Query Criteria, choose what you want to include in the report:
   - To include all function, click **All Functions** or click **Function** and select a function from the list
   - To include all cashiers, click **All Cashiers** or click **Cashier** and type a cashier ID.
   - To include all sources, specific tenders or types of non-merchandise, click **All Sources** or **Tender** or **Non-Merchandise** and select the appropriate item from the list.
   - to include all, a designated group of registers, a specific register, click **All Registers** or click **Register Group or Register and type the appropriate ID.**
4. To include only vouchers in the report, click **Voucher Only.**
5. Under Group By, choose one of the following:
   - To group items under their function, click **Function.**
   - To group items under their source, click **Source.**
6. To clear the information and make new selections, click **Reset Criteria.**
7. Click **Generate Report**. The report appears.

PLU Breakdown report

The PLU Breakdown report provide sales information by user-defined flags or salesperson.

To generate a PLU Breakdown report:

1. On the Report menu, click **PLU Breakdown**. The PLU Breakdown Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. Under Selection Criteria, choose what you want to include in the report:
   - To include certain flagged items, click **UserFlag1** and select a flag from the list
   - To include a specific salesperson, in the Salesperson field, type a **salesperson ID**.
4. Under Grouping, choose one of the following:
   - To group items by specific flag, click **UserFlag1.**
   - To group items by salesperson, click **Salesperson.**
5. To clear the information and make new selections, click **Reset Criteria.**
6. Click **Generate Report**. The report appears.

Pending Transactions reports

The Pending Transactions reports provide information about pending transactions of a specific type or status. The reports include information such as the transaction type, number, status, date, pick up date, total amount, customer data, payments, and bins' location.

There are two main types of pending transactions reports: Regular report and By Item report. From the Regular report you can view a Transaction Details report. From the By Item report you can view an Item Transaction report.

You can search for pending transactions by the creation date, the last paid date within a specified period, report type by item, overdue by more than a specified number of days, category, group, or by department.

To generate a Pending Transactions report:

1. On the Report menu, click **Pending Transactions**. The Pending Transactions Report Criteria window appears.
2. Do one of the following:
   - To generate a regular pending transactions report, click **Regular Report**.
   - To generate a report of all pending transactions for a specific item, click **By Item Report**.
3. Click **Transaction Group** and select a group of transactions to include in this report. If you leave this field blank, then all will be selected by default.
4. Click the appropriate fields to select a date range, either the **Sell Date between** or **Last Payment between** for the report.
5. Under Transaction Status, choose one of the following:
   - To include all transactions statuses, click **All**.
   - To include specific transaction statuses, click **Selected** and then click one or more statuses.
6. To select the pending transaction types by activity, click **Transaction Activity** and select an option from the list.
7. Under Next Payment/Expected Payment, do the following:
   - To search for active transactions with payments or pickups that are overdue by a specified number of days, or that are due before a specified date, click **Payment** or **Pickup**.
   - Click **Overdue by...** and type the number of days that the next payment or expected pickup is overdue by. After generating the report, the number of delinquent days and the level of delinquency is displayed in the Overdue by (days) column.
   - To include pending transactions with a next payment or expected pickup date prior to a specified date, click **Due before...** and type the date in the adjacent field.
8. Under Customers, choose one of the following:
   - For all customers, click **All**.
   - For a specific customer,
     Click **Reference #** and type the customer's reference number in the adjacent field or
   - Click the **Phone #** , and type the customer's area code and telephone number or
   - Click **Name** and type the customer's name.
9. Under Items, to specify how you want items sorted in the report, choose one or more of the following:
   - To sort the pending transactions by category, click **Dept. Category** and select a category from the list. For example, apparel.

- To sort the pending transactions by department group, click **Dept. Group** and select a group from the list. For example, ladies apparel.
- To sort the pending transactions by department, click **Department** and select a department from the list. For example, blouses.
- To sort the pending transactions by PLU, cluck **PLU** and type the PLU number in the field.

10. To clear the information and make new selections, click **Reset Criteria.**
11. Click **Generate Report**. The report appears.
12. To view the detail reports, do one of the following:
    - To view the Transaction Details report, from the Regular report, double-click a single transaction, or click **Transaction Details**.
    - To view the Item Transaction report for a single item, from the By Item report, double click an item and then click **Item Transactions**
    - To view the Item Transaction report for all items, from the By Item report, click **Item Transactions**.

Sales Tax report

The Sales Tax report summarizes all of the sales tax totals that are generated for a specified range of business dates. The report is sorted according to the business date, jurisdiction ID and the tax ID. The taxable amounts, tax amounts, non-taxable sales, and the number of rows printed on the report are totaled and printed at the end of the report as the report total.

For layaway transactions, a tax total is generated at the time of sale if the **Revenue** parameter in the Configurator is set to **Recognized at Time of Sale**. When a pickup is performed on the layaway, a tax total has already been created at the time of sale, and therefore is not created again during pickup.

If the **Revenue** parameter in the Configurator is set to **Recognized at Time of Pickup**, a tax total is not generated at the time of sale, but is generated when a pickup is performed on the layaway.

To generate the Sales Tax report:

1. On the Report menu, click **Sales Tax**. The Sales Tax Report Criteria window appears.
2. To specify the report period, choose one of the following:
   - If you want the report period to be for today's date, click **Current Business Date**.
   - If you want the report period to be for yesterday's date, click **Previous Business Date**.
   - To select a range of dates for the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. Under Query Criteria, choose what you want to include in the report:
   - To include all jurisdictions, click **All Jurisdictions**.
   - To include a specific jurisdiction, click **Jurisdiction ID** and select an option from the list.
   - To include all types of taxes, click **All Taxes**.
   - To include a specific type of tax, for example Federal Tax, click **Tax ID** and select a tax type from the list.
4. To clear the information and make new selections, click **Reset Criteria.**
5. Click **Generate Report**. The report appears.

Promotion Performance report

The Promotion Performance report provides sales information for promotions and promotional item being run in the store.

To generate a Promotion Performance report:

1. On the Report menu, click **Promo Performance**. The Promotion Performance Criteria window appears.
2. To specify the report period, click **Period** and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK**.
3. In the Business Date field, select a start date and an end date from the adjacent pop-up calendars.
4. To specify how you want the promotion performance information to appear in the report, choose one of the following:
   - To show the information summarized, click **Summary by Promotion**.
   - To show all promotion items, click **All Promo Items**.
   - To show a specific promotion, click **Specific Promotion Number** and type the promotion number in the field.
5. Click **Generate Report**. The report appears.

Clock In/Clock Out report

The Clock In/Clock Out report contains information about store employees' total hours worked.

Once you generate this report, you can view a detail report that includes the employee's clock in and clock out times, total hours worked, and the reason worked, plus an employee signature line that can be used for verification.

To generate the Clock In/Clock Out Report:

1. On the Main Menu, click **Payroll**. The Payroll Menu appears.
2. Click **Clock In/Out Report**. The Clock In/Clock Out Report Criteria window appears.
3. To specify the report period, choose one of the following:
   - for a specific payroll period, click **Payroll Period** and select a period from the list.
4. for some other period of time, click **User-defined Period** and click the button beside the field to open the pop-up calendar. Click a date in the calendar and click **OK**. Alternatively, type a date into each field.
5. To specify which employees you want the report for, choose one of the following:
   - for all store employees, click **All Employees**
   - for a specific employee, click **Selected Employee** and type the cashier's number.
6. To print a line for a signature at the bottom of the report, click **Print Signature Line**.
7. Click **Generate Report**. The report appears.

Working with inventory control reports

This section describes how to generate the Store Manger reports dealing with inventory levels, costs, sales, and profits from inventory controlled.

For general information about what you can do after generating a report, see "Working with generated reports" on page 152.

For instructions on how to display the Report menu, "About Store Manager reports" on page 151.

Current Inventory report

The Current Inventory report lists the current quantities of items and buckets in the store, their retail price, the quantity sold, the closing current inventory on hand, and the amount of money received from the sales of the item.

To generate the Current Inventory report:

1. On the Report menu, click **Current Inventory**. The Current Inventory Report Criteria window appears.
2. Choose one or more of the following to include in the report:
   - To define a range of items, click the **PLU** fields and type a range of PLU numbers in the fields.
   - To select the department category to which the items belong, click **Category** and select a department category from the list.
   - To select the department groups to which the items belong, click **Group** and select a department group from the list.
   - To select the department to which the items belong, click the **Department** and select a department from the list.
   - The **Userflag 1-6** fields define the user flag option that is assigned to the items. Click the drop-down list and select a user flag option from the list.
   - To specify the supplier of the items you want included in the report, click the **Vendor** drop-down list and select a supplier from the list.
3. To include items with a negative quantity on-hand, click **Negative Available Quantity Only**.
4. To clear the information and make new selections, click **Reset Criteria.**
5. Click **Generate Report**. The report appears.

Inventory Adjustment report

The Inventory Adjustment report provides information about the adjustments you make to on-hand quantities of items and buckets, including the amount of the adjustment, and the reason for the adjustment.

To generate the Inventory Adjustment report:

1. On the Report menu, click **Inventory Adjustment**. The Inventory Adjustment Report Criteria window appears.
2. To define a range of dates for the report period, click the button beside the **Period** fields to open the pop-up calendar. Click a date in the calendar and click **OK**. Alternatively, type a date into each field.
3. Do one or more of the following to include in the report:
   - To define a range of items, click the **PLU** fields and type a PLU number into the fields.
   - To select the category to which the items belong, click the **Category** drop-down list and select a category from the list.
   - To select the department group to which the items belong, click **Group** and select a department group from the list.
   - To select the department to which the items belong, click **Department** and select a department from the list.
   - The **Userflag 1-6** fields define the user flag option that is assigned to the items you want included in the report. Click a list and select a user flag option.
   - To specify the supplier of the items, click **Vendor** and select a supplier from the list.
   - To specify specific adjustment types, click the **Adjustment Transaction Type** and select a adjustment type from the list.
4. To clear the information and make new selections, click **Reset Criteria.**
5. Click **Generate Report**. The report appears.

Inactive PLU report

The Inactive PLU report provides summary information about PLUs that have been inactive for the period beginning on the date you define. You can also define the items to be included on the report.

To generate the Inactive PLU report:

1. On the Report menu, click **Inactive PLU**. The Inactive PLU Report Criteria window appears.
2. To specify the report period, do one of the following:
   - To include inactive PLUs from the date you enter to the current date, click the button beside the Inactive Since field to open the pop-up calendar. Select a date in the calendar and click **OK**. Alternatively, type a date into the field.
   - To include inactive PLUs during a defined range of dates, click the button beside the Sold Between field to open the pop-up calendar. Select a date in the calendar and click OK. Alternatively, type a date into the **Date** fields.
3. To define a range of items, click the **PLU** fields and type a PLU number into the fields.
4. Do one or more of the following to include in the report:
   - To select the category to which the items belong, click the **Category** drop-down list and select a category from the list.
   - To select the department group to which the items belong, click **Group** and select a department group from the list.
   - To select the department to which the items belong, click **Department** and select a department from the list.
   - The **Userflag 1-6** fields define the user flag option that is assigned to the items you want included in the report. Click a list and select a user flag option.
   - To specify the supplier of the items, click **Vendor** and select a supplier from the list.
5. To clear the information and make new selections, click **Reset Criteria.**
6. Click **Generate Report**. The report appears.

Gross Profit report

The Gross Profit report provides information about the number of items sold, quantity on hand, retail price, cost, and profit.

To generate the Gross Profit report:

1. On the Report menu, click **Gross Profit**. The Gross Profit Report Criteria window appears.
2. To select a range of dates for the report period, click the **Period** fields and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK.**

   Note: Note that the default date range in the Period fields is based on the previous inventory control period.

3. To select a range of items to be included in the report, click the **PLU** fields and type a range of PLU numbers in the fields.
4. Choose one or more of the following to include on the report:
   - To define the category that contains the items, click **Category** and select a category from the list.
   - To define the group that contains the items, click **Group** and select a group from the list.
   - To define the department that contains the items, click **Department** t and select a department from the list.
   - To define the user flag options assigned to the items, click **UserFlag1-6** and select a user flag option from each list.
   - To define a vendor that supplies the items, click the **Vendor** and select a vendor from the list.
5. To group the report data by category, group, department, click **Group By**, and then select an option from each list.
6. To clear the information from the criteria window, click **Reset**.
7. Click **Generate Report**. The report appears.

Performance report

The Performance report provides information about item sales, quantity on-hand, and costs. A summary and a detail version of this report are available.

To generate the Performance report:

1. On the Report menu, click **Performance**. The Performance Report Criteria window appears.
2. To select a range of dates for the report period, click the **Period** fields and type a date range in the fields, or click the button beside the fields and select a date from the pop-up calendars. Click **OK.**

   Note: Note that the default date range in the Period fields is based on the previous inventory control period.

3. To define a range of vendors that supply the items, click **Vendor** and select a vendor from each list.
4. To define a range of departments that contain the items, click **Department** and select a department from each list.
5. To clear the information from the criteria window, click **Reset**.
6. To generate the report based on the criteria in the window, click **Generate Detail Report**.
7. Do one of the following:
   - To generate the Performance Summary Report, click **Generate Summary Report**.
   - To generate the Performance Detail Report, click **Generate Detail Report**.

Note: The dates shown in the Last Sold column associated with a specific PLU, reflect the most recent inventory period within the date range specified on the Criteria window.

In Stock Research report

The In Stock Research report provides information on the status of items under inventory control.

To generate the In Stock Research report:

1. On the Report menu, click **In Stock Research**. The In Stock Research Report Criteria window appears.
2. Under Select Report Type, choose one of the following:
   - To include all items on hand, click **On Hand**.
   - To include items on order with no items currently in stock, click **On Order & Zero On Hand**.
   - To include items with no orders and that have no items currently in stock, click **Zero Order & Zero On Hand**.
3. Click **Generate Report**. The report appears.

Period Sales report

The Period Sales report provides information on sales of items under inventory control during a specific period of time.

To generate the Period Sales report:

1. On the Report menu, click **Period Sales**. The Period Sales Report Criteria window appears.
2. To specify what is included on the report, do the following:
   - For specific PLU in the report, click the PLU field and type a PLU.
   - For user-defined categories, click User Category1-3 fields and type user categories.
   - For vendor for the items, click **Vendor** and select a vendor from the list.
   - For a specific year, click **Year** and type a year.
   - For a specific period, click **Period** and type a period.
   - For specific user-defined flags, click one or more flag.
3. To generate a report, click **Buyer Spreadsheet** or **Buyer Comparison**.

10 Working with Labels

This section describes how to format and print standard and customized price stickers and shelf labels.

This section covers the following topics:

- "Enabling label use in Store Manager" on page 181
- "Working with standard labels" on page 181
- "Working with designed labels" on page 186

Enabling label use in Store Manager

You can use Store Manager to create and print standard shelf labels and price stickers, and custom designed labels. Use this procedure to specify which of these types of labels your store will use:

To enable the use of labels in Store Manager:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Label Parameters**.
3. On the Label Parameters Menu, click **General Label Parameters**.
4. To select the types of labels your store will use, on the General Label Parameters Setup window, click any or all of the following check boxes:
   - Use Designed Labels
   - Use Price Stickers
   - Use Shelf Labels
5. Click **Save**.

Working with standard labels

Setting up standard label printers

If you are using Store Manager to print shelf labels, price stickers, or both, use this procedure to identify and define the printers that will be used to print stickers and labels.

To set up label printers:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Label Parameters**.
3. On the Label Parameters Menu, click **Standard Labels User Setup**. The Standard Labels User Setup window appears listing all label printers, if any, that have been defined.

Note: In this example, two printers have been defined.

4. Do one of the following:
   - To change the parameters for a printer that has already been set up, click on the Printer Name.
   - To set up a new printer, click **New**.
5. Complete the Standard Labels User Setup window as follows:
   - In the Printer Name field, type a name for a printer that will be used to print standard labels.
   - Beside Default Printer, if this is the printer that will be used by default for this label type, check the check box. Otherwise, leave this check box unchecked.
   - In the Working Directory field, type the path to the folder containing the print file that the print program will print.
   - In the Program Path field, type the path and name of the executable file for the print application. Note that the print application is not supplied by SAP.
   - From the Label Type drop-down list, select the type of label that will be printed by this printer.
   - From the Printer Output drop-down list, select the type of output for this printer.
6. Do one of the following:
   - To set up another printer, for example, if you have already set up a printer for shelf labels, and you will also be printing price stickers, click **New**, and then repeat step 5.
   - When you have finished setting up all standard label printers, click **Save**, and then click **Exit**.

Defining standard label formats

Standard label formats specify the information that will be included when you print standard labels. You can define several formats for both shelf labels and price stickers, and then choose which format you want to use when you print stickers or labels.

To define a standard label format:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Label Parameters**.
3. On the Label Parameters Menu, click **Standard Labels Formats**. The Standard Labels Format Selection Window appears.
4. Do one of the following:
   - To create a new format, click **New**.
   - To change an existing format, select the format, and then click **Open**.

   The Standard Labels Format window appears.
5. In the Description field, type up to 40 characters to describe this format.
6. From the Label Type drop-down list, select whether the format is for a Price Sticker or for a Shelf Label.
7. Beside each of the fields you want to be included in the format, check the corresponding check box.
8. Click **Save**.

Deleting standard label formats

Note: You should not delete a format that is assigned to a PLU.

To delete a standard label format:

1. On the Label Parameters Menu, click **Standard Labels Formats**. The Standard Labels Format Selection Window appears.
2. Click **Display All**. The existing formats appear in the window.
3. Click the format you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Defining general parameters for standard label formats

Use this procedure to define general parameters of the formats for the standard price stickers and shelf labels.

Note: Before using this procedure, you must define the formats for the standard labels, as described in "Defining standard label formats" on page 182.

To define general parameters for standard label formats:

1. On the Main Menu, click **Parameters Setup**.
2. On the Parameters Setup Menu, click **Label Parameters**.
3. On the Label Parameters Menu, click **General Label Parameters**.
4. Click **General Label Parameters**. The General Label Parameters Setup window appears.

   Note: For information about the first three check boxes on this window, see "Enabling label use in Store Manager" on page 181

5. Complete the remaining fields as follows:
   - To used a separate print queue for each format, check the Separate Queue for Each Format check box.
   - From the Price Sticker Default Format drop-down list, select the format that will be used by default for price stickers.
   - From the Shelf Label Default Format drop-down list, select the format that will be used by default for shelf labels.
6. Click **Save**.

Printing standard labels

You can print individual shelf labels and price stickers, or create a list of labels in a print queue, and then print the queue.

Creating and modifying label print queues

Use this procedure to create or modify a collection of shelf labels or price stickers in a list, known as a print queue.

To create or modify a label print queue:

1. On the Main Menu, click **Labels Maintenance**. The Labels Maintenance Menu window appears.
2. To specify the type of labels to be included in the print queue, click either **Price Stickers** or **Shelf Labels**. The Print Queue Selection window appears.
3. Do one of the following:
   - To create a new print queue, click **New**.
   - To modify an existing print queue, select the queue, and then click **Open**.The Print Queue window appears.
4. In the Description field, type up to 40 characters to describe the queue.
5. Under Format, to specify the format that will be used by default for the items you add to this queue, do one of the following:
   - To use the default format defined for this type of label, select **Use Current Format**. (For information about how to define this option, see "Defining general parameters for standard label formats" on page 183.)
   - To print items using the format selected for the item in the Labels tab of the PLU window, select **Use PLU Default Formats**. (For more information, see "Defining label printing options" on page 37.)
6. Click **New**. A blank row appears with the cursor positioned in the Item field.
7. In the Item field, type or use **F12** to select a PLU to be included in the queue.
8. In the Qty field, to select how many labels for this PLU are to be included, type a number, or use the spin buttons.
9. If you want to use a label format for this item that is different from the one you specified in step 5, from the Current Format drop-down list, select a format.
10. Do one of the following:
    - To include more items in the print queue, for each additional item, repeat steps 6 through 9.
    - To delete an item from the queue, select the item, and then click **Delete**.
    - To save the completed print queue and return to the Print Queue Selection Window, click **Save**.

Printing label print queues

Use this procedure to print the labels included in a shelf label or price sticker print queue.

To print label print queues:

1. On the Main Menu, click **Labels Maintenance**.
2. To specify the type of print queue you want to print, click either **Price Stickers** or **Shelf Labels**. The Print Queue Selection window appears.

3. Click the queue you want to print, and then click **Open**. The Print Queue window opens for the selected print queue.
4. Click **Print**. A message appears prompting you to confirm printing.
5. Complete the print dialog, and then click **OK**.
6. To close the Print Queue window and return to the Print Queue Selection Window, click **Exit**.

Deleting label print queues

Use this procedure to delete a label print queue that is no longer required.

To delete a label print queue:

1. On the Main Menu, click **Labels Maintenance**.
2. To specify the type of print queue you want to delete, click either **Price Stickers** or **Shelf Labels**. The Print Queue Selection window appears.
3. Click the queue you want to delete, and then click **Delete**. A message appears prompting you to confirm the deletion.
4. Click **OK**.

Printing individual labels

Use this procedure to print individual shelf labels or price stickers.

To print individual labels

1. On the Main Menu, click **Labels Maintenance**.
2. Click **Individual Labels**. The Individual Label Print window appears.
3. From the Label Type drop-down list, select the type of label you want to print.
4. If you are printing more than one individual label, to specify the format that will be used by default for the labels you are printing, do one of the following:
   - To use the default format defined for this type of label, select **Use Current Label Format**. (For information about how this option is defined, see "Defining general parameters for standard label formats" on page 183.)
   - To print the item using the format selected for the item in the Labels tab of the PLU Maintenance window, select **Use PLU Default Label Format**.
5. In the PLU Number field, type or use **F12** to select a PLU to be printed on the label, and then press **Tab**. The remaining fields are completed automatically.
6. If you want to print more than one label for this PLU, in the Qty field, type a number, or use the spin buttons to select a different quantity.
7. If you want to use a label format for this item that is different from the one you specified in step 4, from the Format ID drop-down list, select a format.
8. Click **Print Label**. A dialog box appears, prompting you to confirm printing.
9. Complete the print dialog, and then click **OK**.
10. Do one of the following:
    - To print more individual labels, for each additional label, Click **New**, and then repeat steps 5 through 9.
    - To return to the Labels Maintenance Menu, click **Exit**.

Working with designed labels

Designed labels allow you to create and print custom price stickers and shelf labels. You begin by defining one or more layouts for the designed labels. Next, you define the type of information that appears on the labels. Once those definitions are in place, you can print designed labels for selected PLUs.

Defining designed label layouts

Use this procedure to define the size, shape, margins and other attributes of designed labels.

To define designed label layouts:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Label Parameters**.
3. Click **Designed Labels Layout Definition**. The Design Labels Selection Window appears.
4. Do one of the following:
   - To create a new layout, click **New**.
   - To modify an existing layout, select a layout, and then click **Open**.

   The Design Label Definition window appears.
5. To identify the label:
   - In the Label Number field, type a unique label number.
   - In the Description field, type a description of up to 40 characters.
6. To define the size of the label:
   - In the Width field, type the number of inches in width for the label.
   - In the Height field, type the number of inches in height for the label.
7. Beside Sheet, to define the type of paper used to print the labels, do one of the following:
   - If individual sheets are used, check this check box.
   - If continuous feed paper is used, leave this check box unchecked.
8. To define the number of columns and rows and the space between them, complete the following fields:
   - Columns: Type the number of columns of labels per sheet.
   - Column Space: Type the number of inches (up to 3 decimal places) between each column of labels.
   - Rows: Type the number of rows of labels per sheet.
   - Row Space: Type the number of inches (up to 3 decimal places) between each row of labels.
9. To specify the direction in which labels are printed on the sheet, beside Top Down, do one of the following:
   - If labels are printed from the top to the bottom of the sheet, check this check box.
   - If labels are printed from left to right across the sheet, leave this check box unchecked.
10. In the Shape drop-down list, click a shape for the labels.
11. In the Top Margin, Bottom Margin, Left Margin, and Right Margin fields, type the distance, in inches, between the edges of the sheet and the rows and columns of labels.
12. If you selected Oval as the shape in step 10, in the Ellipse Height and Ellipse Width fields, type the number of inches for the vertical radius and horizontal radius of the label.

13. Click **Save**, and then click **Exit**.

Deleting designed label layouts

To delete a designed label layout:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Label Parameters**.
3. Click **Designed Labels Layout Definition**. The Design Labels Selection Window appears.
4. Select the layout you want to delete, and then click **Delete**. You are prompted to confirm the deletion.
5. To proceed with the deletion, click **OK**, and then click **Exit**.

Creating and modifying designed labels

Use this procedure to create or modify designed labels using a designed label layout.

To create or modify a designed label:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Label Parameters**, and then click **Designed Labels Definition**. The Price Tags Selection window appears.
3. Do one of the following:
   - To modify an existing label, select the label, and then click **Open**.
   - To create a new label, click **New**.The Designed Label window appears.
4. In the Tag Name field, type up to 40 characters for the name of the label.
5. From the Layout drop-down list, select a layout for the label. A blank row appears in the bottom of the window with the cursor positioned in the Description field.
6. From the Description drop-down list, do one of the following:
   - To print custom information on the label, select one of the user definable options, e.g., **userdefine1**, and then in the Tag Data field, type the information to be printed.
   - To include pre-defined information on the label, select the option for the information you want to print.
7. If you want to override the length of the label defined for the Layout you selected, in the Length field, type the maximum length, in inches, of the label.
8. To define where the information will appear on the label:
   - In the Line field, type the number of the line on which the information will be printed.
   - In the Col. field, type the number of spaces from the left edge of the label that the information will be printed.
9. To define details of the font that will be used for the label:
   - From the Font drop-down list, select a font.
   - If the information is to be printed in bold face, check the Bold check box.
   - If the information is to be printed in italics, check the Italic check box.
   - If the information is to be underlined, check the Uln check box.
   - From the Ft Size drop-down list, select a font size.
10. Do one of the following:

- To include additional information on the label, click **New**, and then return to step 6.
- To delete a row of information for the label, select the row, and then click **Delete**.
- To save the label, click **Save**. The radio buttons at the top of the window are enabled, indicating that the designed label is ready to be used for printing.

11. Do one of the following:
    - To use this label to print designed labels, refer to "Printing designed labels" on page 188.
    - To return to the Price Tags Selection window, click **Exit**.

Printing designed labels

Use this procedure to print designed labels that have been created as described in "Creating and modifying designed labels" on page 187.

1. On the Main Menu, click **Parameters Setup**.
2. Click **Label Parameters**, and then click **Designed Labels Definition**. The Price Tags Selection window appears.
3. Select a label, and then click **Open**.
4. Specify the PLUs that will be printed by doing one of the following:
    - To define a range of PLUs, click **PLU**, and then in the From and To fields, type or press **F12** to select the first and last PLU to be printed.
    - To include PLUs specified in an electronic document, click **Doc. Number**, and then from the drop-down list, select the document containing the PLUs.
    - To include PLUs for a purchase order, click **P.O. Number**, and then from the drop-down list, select the purchase order containing the PLUs.
5. To view a sample showing how the label will appear, click **Show Sample**. The Sample Preview appears at the bottom of the window.
6. You can work with the Sample Preview as follows:
    - To view the label for a specific PLU, in the PLU field, type a PLU number, and then click **Find PLU**.
    - To change the magnification of the preview, in the Zoom field, type a number or use the spin buttons. For example, to view the page at 75% of its actual size, type 75.
    - To display a ruler showing the precise size and location of the labels on the page, click **Show Ruler**. When the ruler is displayed, you can change the page margins dynamically by dragging the arrow controls.
    - To close the Sample Preview, click **Hide Sample**.
7. When you are ready to print the labels, from the Copies drop-down list, select the number of copies of the labels that you want to print, and then click **Print Label**. The Print Options dialog appears.
8. Complete the Print Options dialog, and then click **OK**. The labels print on the specified printer.
9. To close the Designed Label window, click **Exit**.

Deleting designed labels

To delete a designed label:

1. On the Main Menu, click **Parameters Setup**.
2. Click **Label Parameters**.

3. Click **Designed Labels Definition**. The Price Tags Selection Window appears.
4. Select the label you want to delete, and then click **Delete**. You are prompted to confirm the deletion.
5. To proceed with the deletion, click **OK**, and then click **Exit**.

11 Troubleshooting and Recovery Procedures

This section provides information about the windows in Store Manager that you can use to get information about the store's server.

This section covers the following topics:

- "Viewing server status and message logs" on page 191
- "Viewing Configurator parameters" on page 192
- "Viewing log files" on page 194
- "Rebuilding local files" on page 195

Viewing server status and message logs

Store Manager includes two windows that provide you with information for troubleshooting your POS system. They are:

- Server State Information window
- Server Message Log window

Note: You cannot edit the information in these windows.

To open the Server State Information window:

- On the Main Menu, click **Server State**.

  The Server State Information window displays the Store Information and the Server Connection information.

To open the Server Log window:

1. On the Server State Information window, click **Setup Log**.
2. You can view and/or save the log. Click the **View Log** check box to display the Server Log window.
3. Click the **Save Log** check box to save the log file.
4. Click **OK**.

Viewing Configurator parameters

Your head office uses the Configurator to tailor the POS Xpress application to meet your specific requirements and to download changes to the server in your store.

The information that your head office downloads to your store is stored as records in tables. It is used by both the Store Manager and the POS Xpress. You can use the Store Manager to add information to tables at the store level.

Although the Store Manager is a store level management tool and the Configurator is a head office tool, they can both add or modify the information in some common tables.

WARNING! Because your head office is not notified of the changes that you make to the common tables using the Store Manager, it is very important that your head office clearly define the areas for which you are responsible at the store. To avoid entering conflicting information, your store or your head office should update the information in each table. You restrict access to various Store Manager functions, as described in "Defining user authority levels" on page 102.

Both the Store Manager and the Configurator can update the following tables:

- Employee
- Category
- Group
- Department
- Tare weight
- ID/Code
- Vendor
- Store
- User flag
- PLU
- PLU cross reference
- Quantity and level pricing
- Link items
- Promotion
- Taxes

Your head office must download three sets of parameters so that the Store Manager can function properly. They are:

- Register parameters
- Tender parameters
- Layaway parameters

For information about downloading information from the Configurator, refer to the Configurator User Guide.

You can view information about the status of the three mandatory sets of parameters in the Configurator Parameters window. This window also displays information about other parameters that are downloaded from the Configurator. You cannot edit the information in the window.

To access the Configurator Parameters window:

1. On the Main Menu, click **Parameters Setup**. The Parameters Setup Menu window appears.
2. Click **Configurator Parameters**. The Configurator Parameters window appears.

Viewing log files

You can view and search through the contents of three log files. Log files allow stores to view and act upon downloaded files during the polling process.

- **xcpt.log**— This log file contains information on errors or general exceptions that have occurred within the application. It is mainly intended for debugging purposes.
- **event.log**— This log file is also intended mainly for debugging purposes. It contains information on various events occurring within the application or between the application and the server.
- **apply.log**— The apply file log contains operational information from files such as the PLU, xref, and promo files. It also logs information which you can view on purchase orders, receiving documents, inventory adjustments, physical inventory and store transfers.

To view the contents of a log file:

1. On the Main Menu, click **Administration**.
2. Click **Log Files**.
3. Click the **Log File** drop-down list. A list of the three log files appears.
4. Click a file. The contents of the log file appear in the window.

Once you have opened a log file, you can search through its contents for a text string.

To search a log file:

1. In the Search field, type a text string.
2. Click **Go**. Store Manager searches through the log file for a match. When all the matching information is found, the first piece of it is displayed in the window.
3. If available, to display the next piece of matching information, click **Next**.

Rebuilding local files

A file containing the exact content of each of the following tables is created by selecting them in the Local File Rebuild maintenance window:

- PLU
- PLU Cross Reference
- Qty Level Pricing
- Link Items
- Promotions
- Departments

Regularly scheduled rebuilds are configured in the Configurator. Consult the Configurator User Guide for more information.

Note: A parameter download will not occur during a rebuild

To perform a local file rebuild:

1. On the Main Menu, click **Administration**.
2. Click **Local File Rebuild**.
3. On the Local File Rebuild window, click the check boxes beside the files that you want to rebuild.
4. Click **Start**.

   Note: The Abort button is active only when a rebuild is in progress. You must click the **Abort** button to stop the regularly scheduled rebuild in order to perform an immediate rebuild in the Store Manager.

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5. To abort the rebuild process of each file, click the **Abort** button on the Rebuilding Local File pop-up window that shows the name of the file being rebuilt and the progress of the rebuild.
6. To confirm the abort request, click **Yes**, or click **No** to cancel the request and continue the rebuild process.

When the local file rebuild is complete the files are saved in the xps\txnsave directory.

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